

STREET CRISIS RESPONSE TEAM (SCRT)

APRIL 2023 UPDATE



The Street Crisis Response Team (SCRT) is initiated through calls from the public to San Francisco’s 911 call center and provides rapid, trauma-informed care to people in acute behavioral health crisis or who have needs that may not require an ambulance or transport to an emergency department. SCRT provides linkages to shelter, drug and alcohol sobering centers, mental health clinics & residential programs, urgent care, care coordination and other needed support for people with complex health needs. SCRT operates citywide, seven days a week, 24 hours a day.

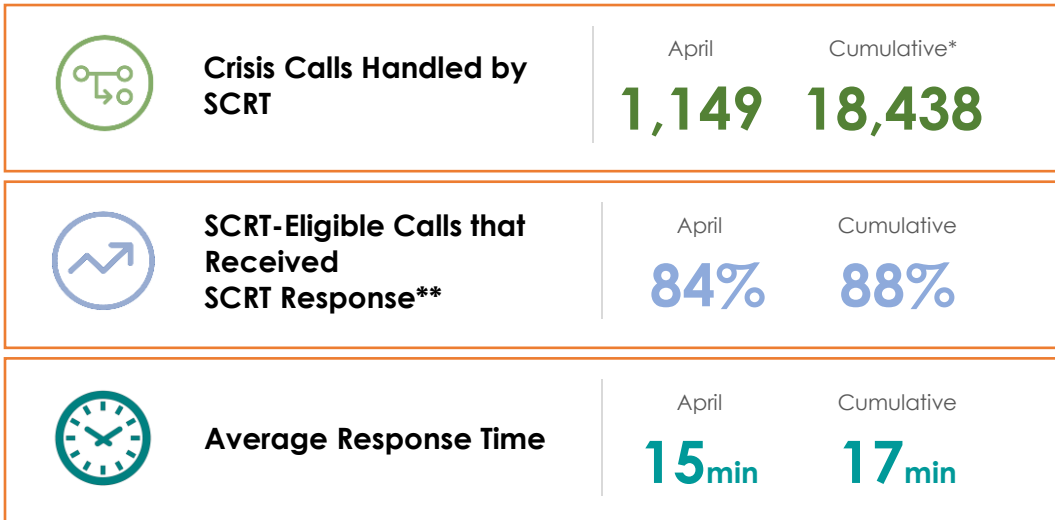
SCRT is a collaboration of the Department of Emergency Management (DEM), the San Francisco Fire Department (SFFD), the San Francisco Department of Public Health (DPH), and the Department of Homelessness and Supportive Housing (HSH). SCRT’s mission is to provide an effective alternative response to individuals experiencing mental health crises or low-acuity medical needs while reducing unnecessary law enforcement responses and unnecessary emergency room utilization.

OPERATIONS UPDATE

On March 4, 2023, SCRT reconfigured its team composition to include one community paramedic, an EMT or second paramedic, and either a Peer Counselor or a Homeless Outreach Team (HOT) specialist.

Behavioral health clinicians continue to be a core part of the SCRT and work under the expanded Office of Coordinated Care (OCC) providing follow-up and connection to behavioral health care for clients referred by SCRT units.

KEY PERFORMANCE INDICATORS

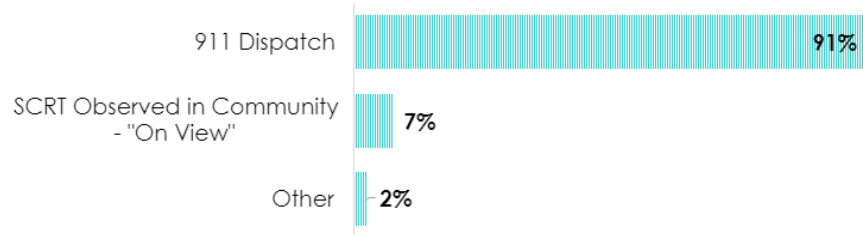


*Cumulative counts are on data since pilot launch (November 30, 2020 – April 30, 2023)

**As of June 2022, SCRT calls for service are dispatched through the Emergency Medical Dispatch (EMD) versus Police Dispatch, further emphasizing our commitment to ensuring a law enforcement alternative to behavioral health crisis.



Referral Source: Cumulative

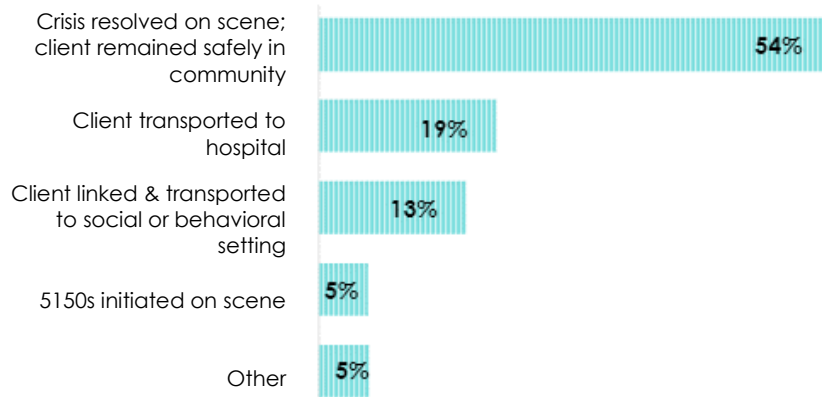


Client Engagements

Month	Engagements
April	879
Cumulative	11,056



Engagement Outcomes: Cumulative



**A single client engagement may result in multiple outcomes.*



DPH/BEST Neighborhoods Team



SFFD/Community Paramedic

SCRT Office of Coordinated Care Follow Up



As part of the March 2023 Street Crisis Response Team (SCRT) reconfiguration, the Department of Public Health's (DPH) Behavioral Health Services, Office of Coordinated Care (OCC) expanded its operational capacity to provide trauma-informed, behavioral health assessment, engagement, and community-based therapeutic interventions. This expansion of services includes connection to appropriate follow-up care for SCRT contacts who have significant behavioral health needs.

Follow up care includes strengthening connections to existing providers, OCC follow up teams, and the new street care team called BEST Neighborhoods. BEST Neighborhoods works in assigned neighborhoods 7-days a week and provides behavioral health interventions to support clients to transition to long term care and support.

Data Summary

- Each evening, community paramedics refer appropriate clients to the OCC team. Not all clients are referred to OCC, and not all engagements result in a referral for follow-up.
- OCC provides care coordination and follow-up for people who have multiple points of contact across systems, including people exiting involuntary holds (5150), transitioning out of acute care settings, following crisis contacts, and leaving jail. This central role ensures that OCC can identify, follow, and provide strategic intervention for people who need strong system coordination.
 - DEM, SFFD, DPH, HSH and contracted partners regularly meet in client case conferencing and operational/coordination meetings to review high priority clients and strategies for improvements.

Data Snapshot

Total Individuals Reviewed:	815
Individuals with follow-up indicated:	511
• Individuals with OCC Follow-up indicated:	436
• Individuals with HSH Follow-up indicated:	75
Individuals with no follow-up indicated:	304
OCC Dispositions	n = 436
Connected/Reconnected to an Existing Provider	103
Connected to New Routine Behavioral Health/DPH Follow-up Team	58
Care Coordination	114
Insufficient client information available for follow up	161

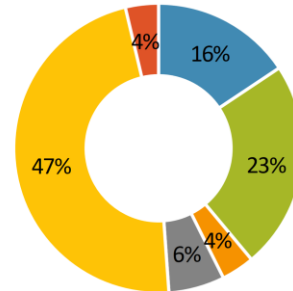
Post reconfiguration data entry and sharing challenges were identified early on. The SCRT team quickly adopted due diligence strategies and over the next few months will continue to fine tune our SCRT reports.



Client Characteristics: Cumulative

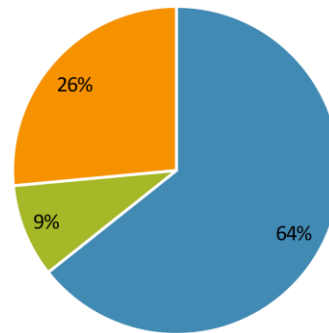
Race & Ethnicity*

- Black or African Descent
- White or Caucasian
- Asian/Pacific Islander
- Hispanic/Latinx
- Unknown/No Entry



Client Living Situation

- Experiencing Homelessness
- Housed/Other
- Unknown/No Entry



*" 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.

*While these cumulative figures are from Feb. 2023, SCRT client characteristics data over time suggest that breakdowns remained steady. Updated client characteristics will be calculated in subsequent SCRT reports.