

STREET CRISIS RESPONSE TEAM (SCRT)

MARCH 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.

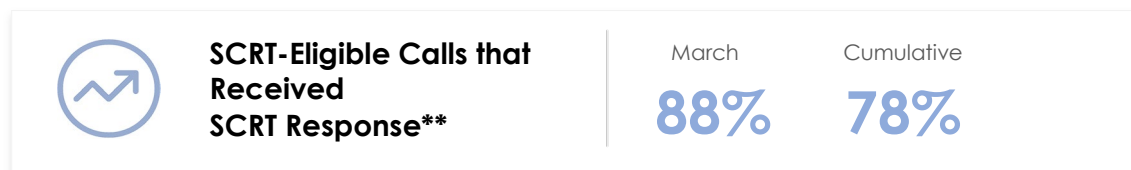
The SCRT is a collaboration of the Department of Emergency Management (DEM), the San Francisco Fire Department (SFFD), the San Francisco Department of Public Health (DPH), and the Department of Homelessness and Supportive Housing (HSH). The SCRT’s mission is to provide an effective alternative response 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, the SCRT program reconfigured its team composition. SCRT units are staffed with a 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





Average Response Time

March

Cumulative

16 min

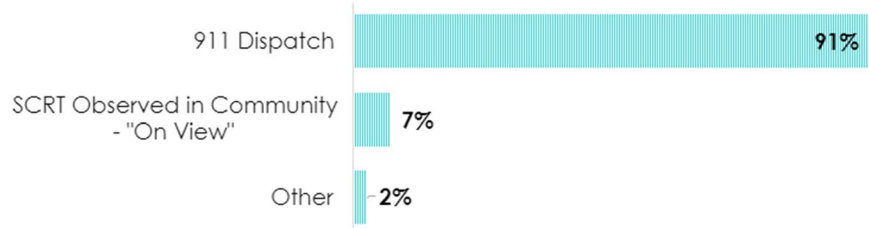
17 min

*Cumulative counts are on data since pilot launch (November 30, 2020 – March 31, 2023)

**As of June 2022, SCRT calls for service are coded and dispatched through the Emergency Medical Dispatch (EMD) versus Police Dispatch, further bright lining the City's commitment to ensuring a law enforcement alternative to behavioral health crisis. An ambulance is the back up if SCRT is not available for an eligible call.



Referral Source: Cumulative



Client Engagements

March

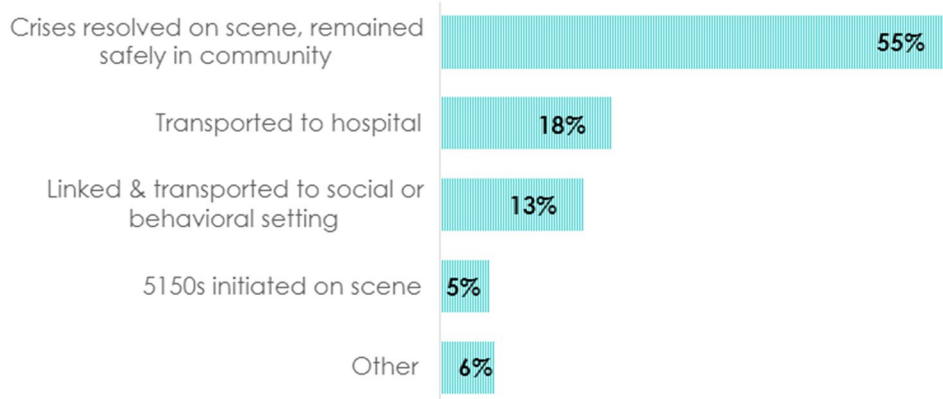
Cumulative

1,024

10,177



Engagement Outcomes: Cumulative



*A single client engagement may result in multiple outcomes.

Office of Coordinated Care (OCC)

As part of the March 2023 Street Crisis Response Team (SCRT) reconfiguration, the Department of Public Health's 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 in transitioning to longer term, ongoing care and support.

SCRT partners are using March and April 2023 to learn and refine post-reconfiguration, protocols and process for SCRT referrals to OCC and subsequent follow up care.

Updates on progress will be provided in the April, 2023 Dashboard, before beginning to report on follow-up care metrics in May, 2023.

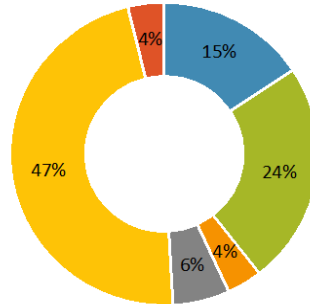


Client Characteristics: Cumulative

Through **February 2023** - Updated information will be provided in May, 2023. However, this information is representative of OCC/SCRT client characteristics.

Race & Ethnicity

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



Clients Living Situation

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

