

# STREET CRISIS RESPONSE TEAM (SCRT)

JUNE 2023



**Image 1:** SCRT in the field.

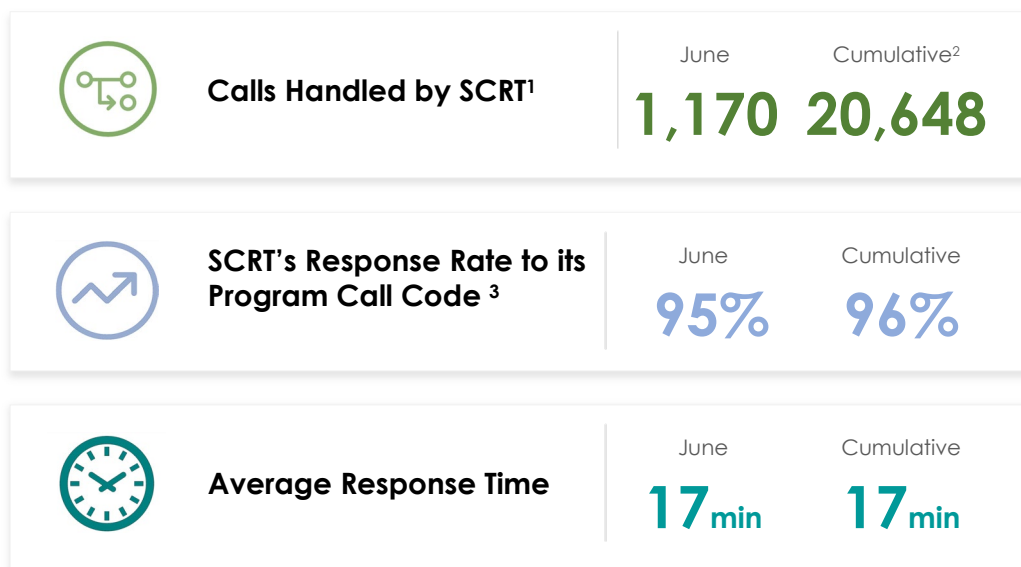
The Street Crisis Response Team (SCRT) is initiated through calls from the public to San Francisco's 911 call center and provides rapid, trauma-informed care to people in acute behavioral health crisis or who have needs that may not require an ambulance or transport to an emergency department. SCRT provides 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.

In March 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.

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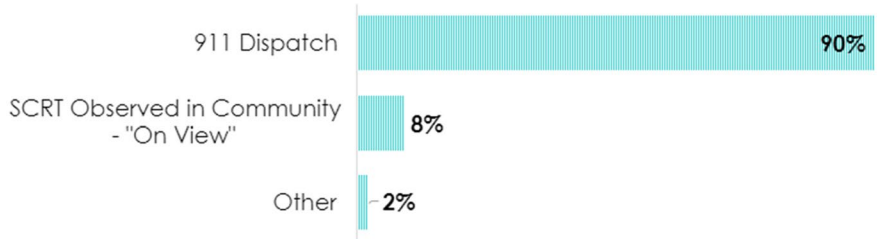
## KEY PERFORMANCE INDICATORS



1. SCRT eligible call types include acute behavioral health crisis, low acuity medical calls, and provides back up for the Street Overdose Response Team (SORT) for overdose calls. This metric shows the number of times SCRT was dispatched to all eligible call types.
2. Cumulative counts include data since launch November 30, 2020.
3. 25A1C is the only call type where exclusively SCRT rigs are required responders. This call type was first used on June 22, 2022, to transition eligible calls away from a police-led response. Previous reports displayed SCRT's response rate to all eligible call types. As of June 2023, this report will display SCRT's response rate to only 25A1C.



### Referral Source: Cumulative

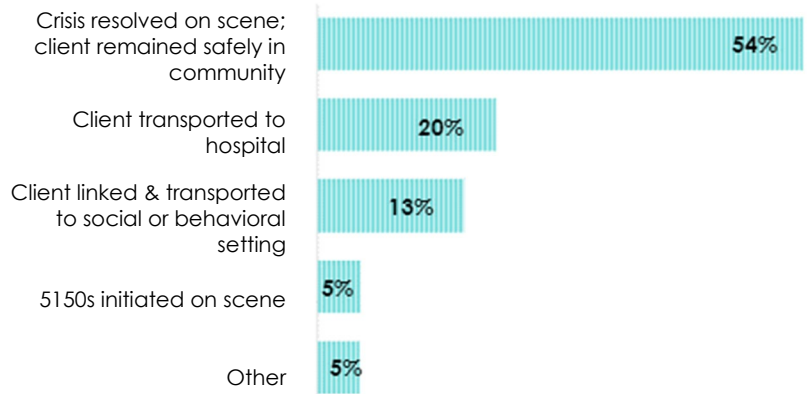


### Client Engagements<sup>4</sup>

	June	Cumulative
Client Engagements	926	12,818



### Engagement Outcomes: Cumulative<sup>5</sup>



4. The number of people SCRT paramedics saw at the scene.
5. A single client engagement may result in multiple outcomes.



**Image 2:** DPH street care teams engaging with a client in the field.



**Image 3:** Community Paramedics rendering aid at a scene.

## **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 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 to individuals with significant behavioral health needs. SCRT referrals to the OCC are made by community paramedics of the Fire Department. Not all SCRT clients are referred to OCC, and not all engagements result in a referral for follow-up.

Follow up care includes strengthening connections to existing providers, OCC follow up teams, and connections to 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.

### **June OCC Referrals:**

In June, the Fire Department referred 280 clients for follow up assessment.

- 7 were cross-referred to the Department of Homelessness and Supportive Housing (HSH)
- 251 were referred to the Office of Coordinated Care (OCC)
- 22 had no follow up indicated

### **June OCC Outcomes:**

- 99 (39%) were connected to a provider or were re-connected to an existing provider
- 55 (22 %) were newly connected to a Behavioral Health Care team or connected to a DPH Follow-up Team
- 50 (20%) were connected with consistent care coordination
- 47 (19%) sufficient information was unavailable for DPH to locate or follow up

### **Demographics:**

Demographics of clients served through OCC are being integrated in a new DPH platform and will be reflected in this report on August 2023.