

San Mateo County Mobile Crisis Response Team (MCRT)

August 20, 2024

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SAN MATEO COUNTY HEALTH

**BEHAVIORAL HEALTH
& RECOVERY SERVICES**

Background

Medi-Cal Mobile Crisis Benefit Implementation – a 2023 State's mandate:

[BHIN-23-025](#)

- Anyone, anytime, anywhere
- Crisis response, de-escalation, 5150 evaluation & hold
- Warm hand-off, follow-up

Mobile Crisis Need Assessment of 2022

- 24/7, all ages, behavioral health focus



MCRT Implementation: Process Highlights

- DHCS issued BHIN-23-025 ~June 23
- Request for Proposal (RFP) issued ~ Aug. 23
- Submitted County Implementation Plan to State ~ Oct 23
- Shared with Police Chiefs Association, EMS/Fire Chiefs Association, & PSC ~ Oct/Nov 23
- Presented at SMC Board of Supervisors ~ Dec 23
- Preparation & Coordination for MCRT Implementation ~ Jan-May 24
- Soft Launch (Daily 3~11:30 PM Shift) ~ May 20, 24
- 24/7 MCRT ~ Aug 31, 24

MCRT Offerings

- Mobile Crisis Response to Anywhere*, Anytime, for Anyone*
- Non-Armed Team – MH Clinician + Peer/Family Partner
- Standardized Screening by Phone
- Response Time – Within 60 Minutes*
- MCRT Services – Crisis De-escalation, Crisis Assessment, 5150 Eval, Involuntary Hold, Transportation, Warm Hand-Off, Follow-up within 24 Hours
- Other Importance: Administer Naloxone
24/7 Language Line
Coordination with Law Enforcement as needed



Mobile Crisis Highlights



Referral:
StarVista Crisis
Hotline@
(650) 579-0350



TeleCare MCRT:
MH Clinician &
Peer/Family
Partner



Dispatch
Screening:
Standardized
Screening



Other Importance:

- Naloxone
- 24/7 Language Line
- Transportation
- LE, EMS Partnership
- Up to 90 days follow-up

Safety Criteria for SMC MCRT Response

- No injuries requiring a medical attention/response
- No weapons known to be involved
- No threat of immediate violence
- No criminal activities known or suspected to be involved
- Law enforcement or Emergency Medical Services (EMS) are not specifically requested
- Other potential safety concern issues



Phases of MCRT Roll-Out

Phase I:

One PM shift,
3 - 11:30 pm daily,
since May 20

Youth SOS
response 24/7

Phase II:

Expanded MCRT
shifts on August
5 with two days
AM shift

Youth SOS
response 24/7

Phase III:

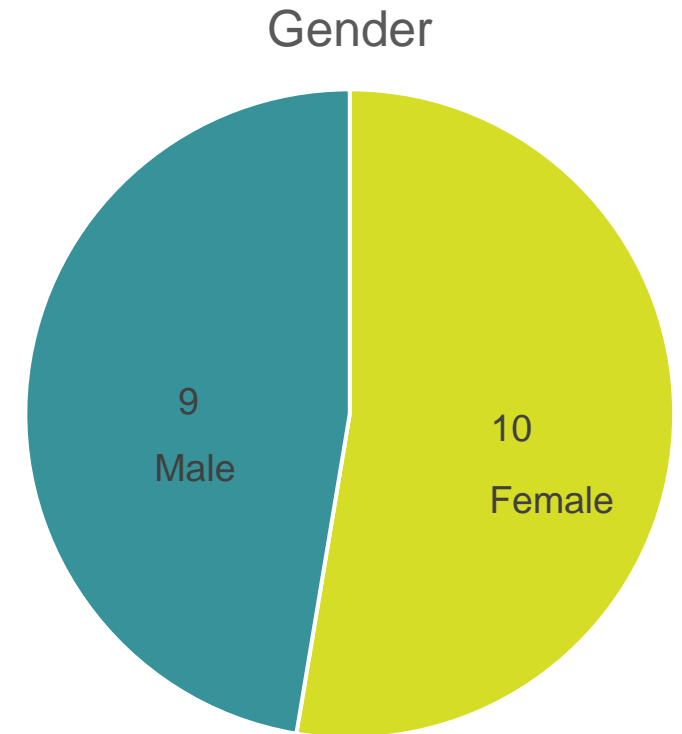
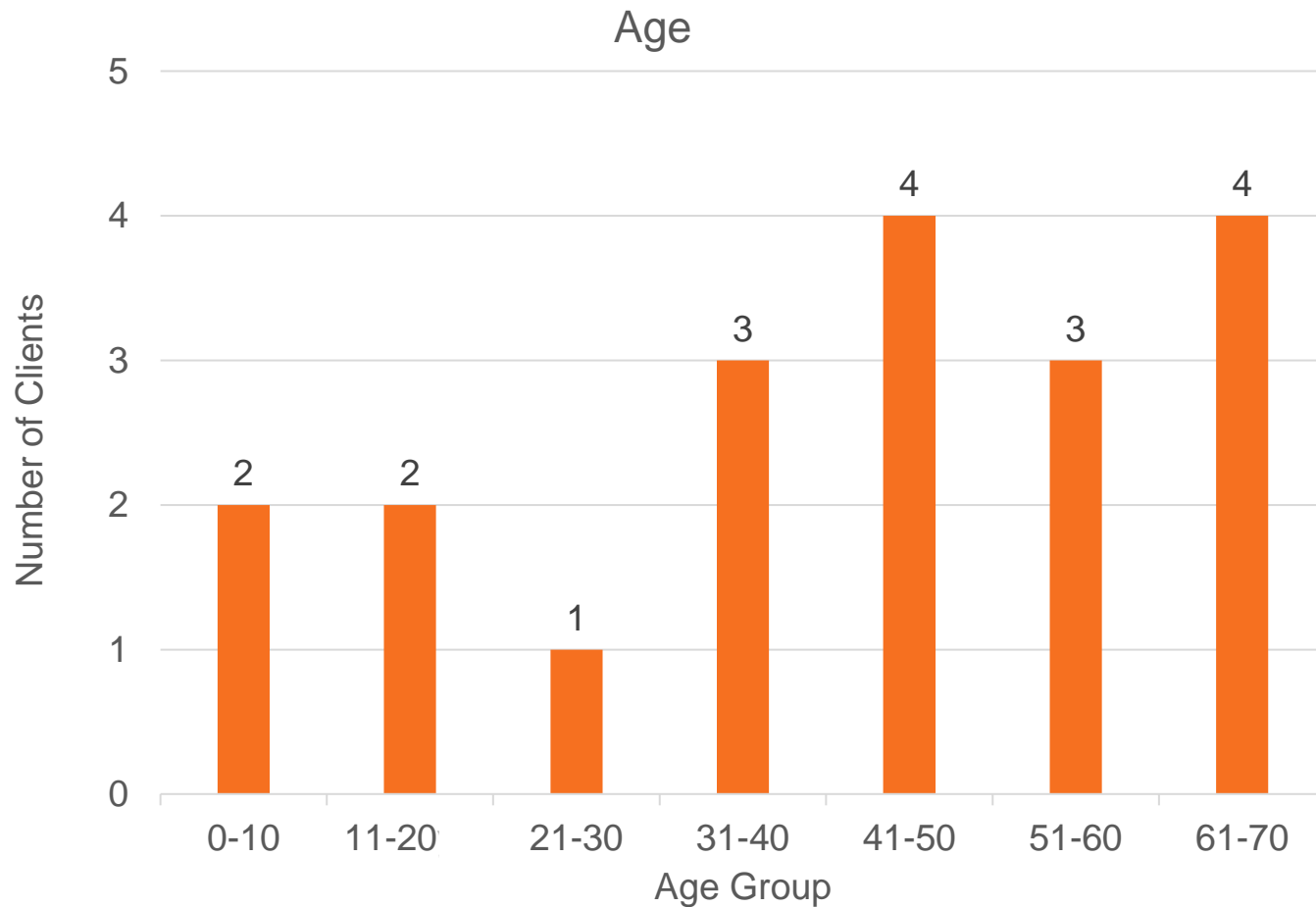
24/7 MCRT
response - on
August 31

Youth SOS
discontinued



MCRT Data: May 20 – July 19

19 Total Clients Served. 22 Total Crisis Responses



MCRT Data: May 20 – July 19

22 Total Crisis Responses

Pertinent Times related to MCRT Response

- Average Response Time: **38.68 minutes**
- Total Scene Interval: **61.73 minutes**
- Total Incident Interval: **109.45 minutes**

Crisis Response Outcomes

- Safety Plan: **18** (transporting to detox, shelter, etc.)
- Transfer care to LE or EMS: **3**
- Voluntary transport to PES: **1**



Mobile Crisis vs CWCRT

- Clinician & Lived Experience
- Dispatched by Crisis Hotline
- 24/7/365
- County-wide
- Transportation provided or arranged
- Longer follow-up

- Law enforcement & Clinician
- Dispatched by 911
- M-F, 9 am – 6 pm
- Participating Cities
- Law enforcement or SMART
- Short-term follow-up

*San Mateo, Daly City, SSF, RWC, San Bruno, EPA, Menlo Park, Foster City, Pacifica, & NFO

Thank you.

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