



STREET CRISIS RESPONSE TEAM

HIV Community Planning Council

November 29, 2021



Background

- Mental Health SF legislation (Late 2019)
 - Includes “street crisis response team”
- Mayor London Breed commitment to police reform (Summer 2020)
 - Includes call for behavioral health experts to respond to non-violent incidents on the street
- Community Planning Processes for Police Reform
 - HRC: Alternatives to Policing Steering Committee
 - Coalition on Homelessness: Alternative to Police Response Committee



Street Crisis Response Team Goal and Strategies



Goal: Provide rapid, trauma-informed response to calls for service to people experiencing crisis in public spaces in order to reduce law enforcement encounters and unnecessary emergency room use.

1. Identify 9-1-1 calls that will receive behavioral health and medical response rather than law enforcement response.

2. Deliver therapeutic de-escalation and medically appropriate response to person in crisis through multi-disciplinary team (paramedic + behavioral health clinician + peer).

3. Provide appropriate linkages and follow up care for people in crisis, including mental health care, substance use treatment, and social services.

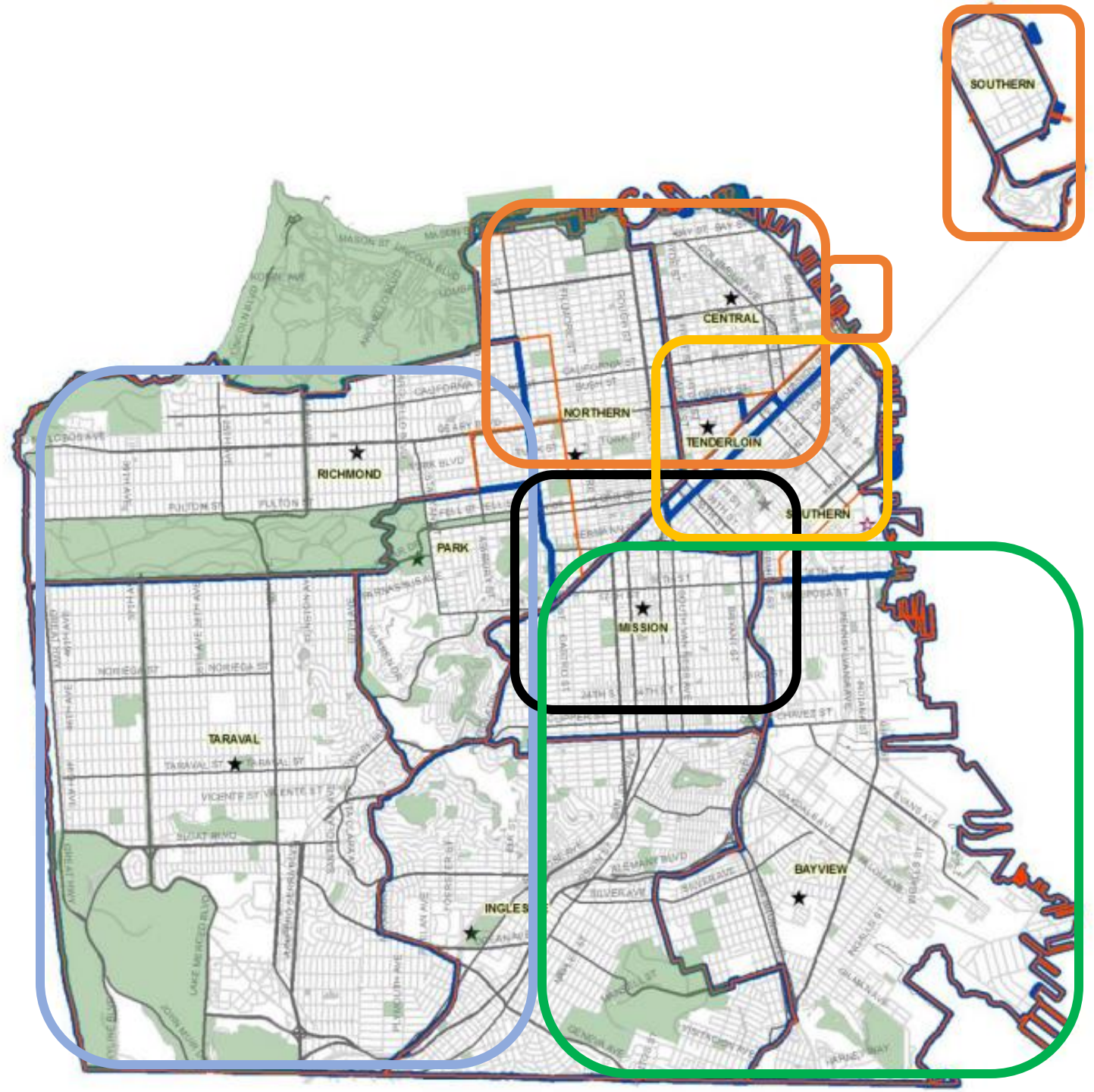


Program Details

- Response
 - 911 calls that are classified as "800" codes, which indicate a call for service for a "mentally disturbed person," at a B-priority level (no violence or weapon)
- Team Staffing
 - Community paramedic (on rig)
 - Behavioral health clinician (on rig)
 - Peer health worker (on rig)
 - Multi-disciplinary team dedicated to linkages and follow up care coordination
- Vehicle
 - Fire Department Vehicle
 - Able to transport individuals to voluntary treatment locations

Current Coverage and Hours

Region	Hours	Launch Date
Tenderloin	0900-2100	Launched 11/30/2021
Mission/Castro	0700-1900	Launched 2/1/2021
Bayview	1100-2300	Launched 4/5/2021
Waterfront/Chinatown/North Beach	0700-1900	Launched 5/10/21
Park/Richmond/Sunset	0600-1800	Launched 6/14/21
Citywide Overnight	1900-0700	Launched 7/26/21
Team 7	TBD	TBD 2022





DATA THEMES

- Most crises are resolved in the community, 59% of SCRT clients remain safely in the community.
- There is a need for shelter and housing resources, 74% of SCRT clients are experiencing homelessness.
- There has been no violence or calls for arrest on SCRT calls.
- There is a low percentage of SCRT clients who need a 5150 hold (6%).
- Clients served by SCRT are diverse in race, ethnicity, age, and gender.



Reaching the Team

- Call 911 to engage the Street Crisis Response Team
- SCRT is currently responding to the following calls:
 - Adults experiencing a behavioral health crisis (coded by the Department of Emergency Management as "mentally disturbed person")
 - Outdoors in a public space
 - No weapons or active violence
 - SCRT is 24/7
- Operators will ask questions to determine what type of help to send, which is now SCRT when they meet the above criteria. Please note that during the SCRT pilot period, however, police may still respond when SCRT is not available.



CONTACT

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