



# **STREET CRISIS RESPONSE TEAM**

Mental Health SF  
Implementation Working  
Group

October 2021

# PRESENTATION OUTLINE



- Programmatic Updates and Milestones
- Data Overview
- Response to Recommendations
- Evaluation Update
- Next Steps

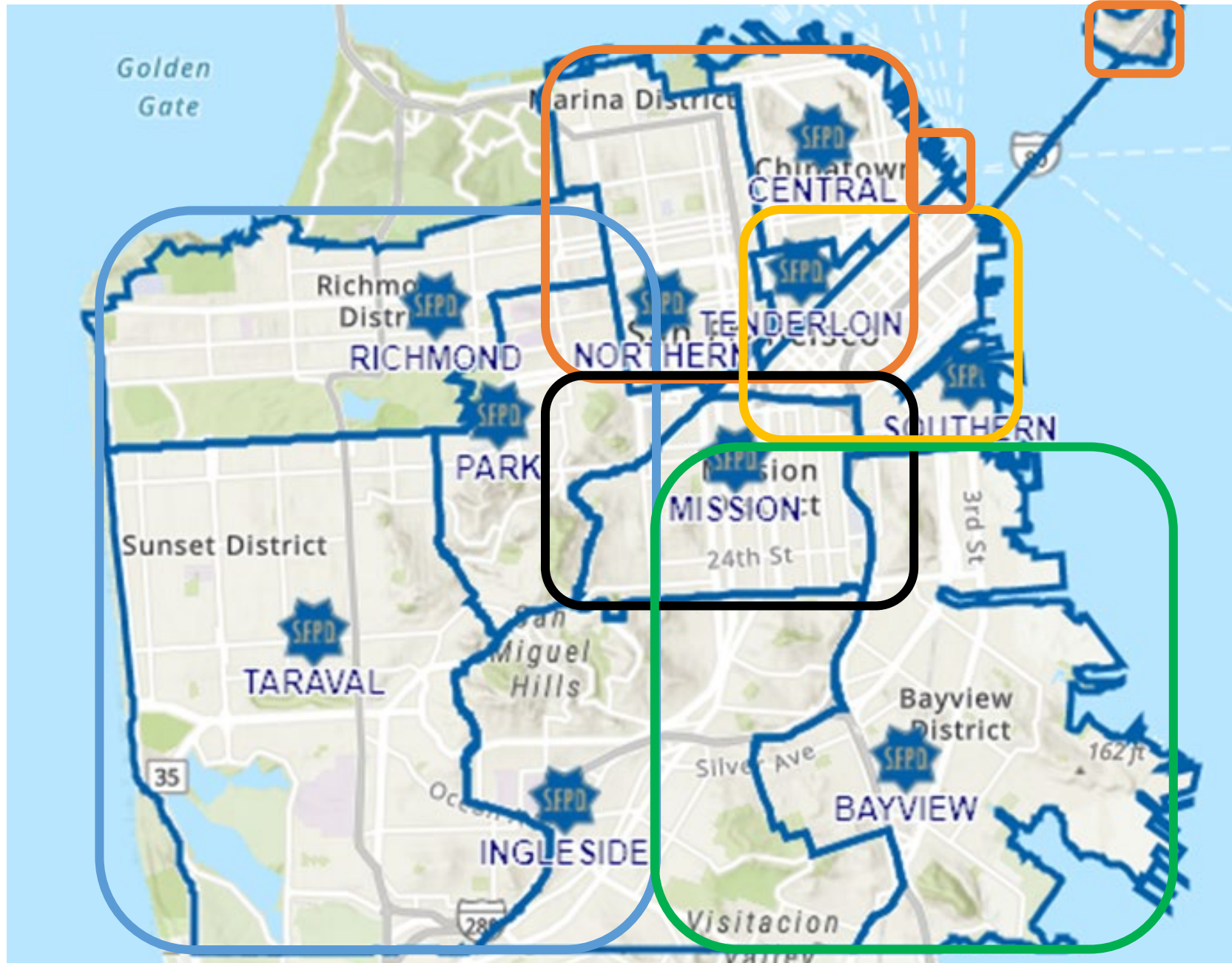


# PROGRAMMATIC UPDATES & MILESTONES

- SCRT now has 6 (six) fully operational teams providing 24/7 citywide coverage of San Francisco
- The Office of Coordinated Care team launched April 5th, 2021, and includes behavioral health clinicians and health workers dedicated to follow up and care coordination for SCRT clients
- Teams have continued to hire and train new staff
- The transition to EMD Dispatch will tentatively take place in early 2022
- A 7th team has been approved and will tentatively launch in early 2022
- SCRT has a new Director, Kathleen Silk

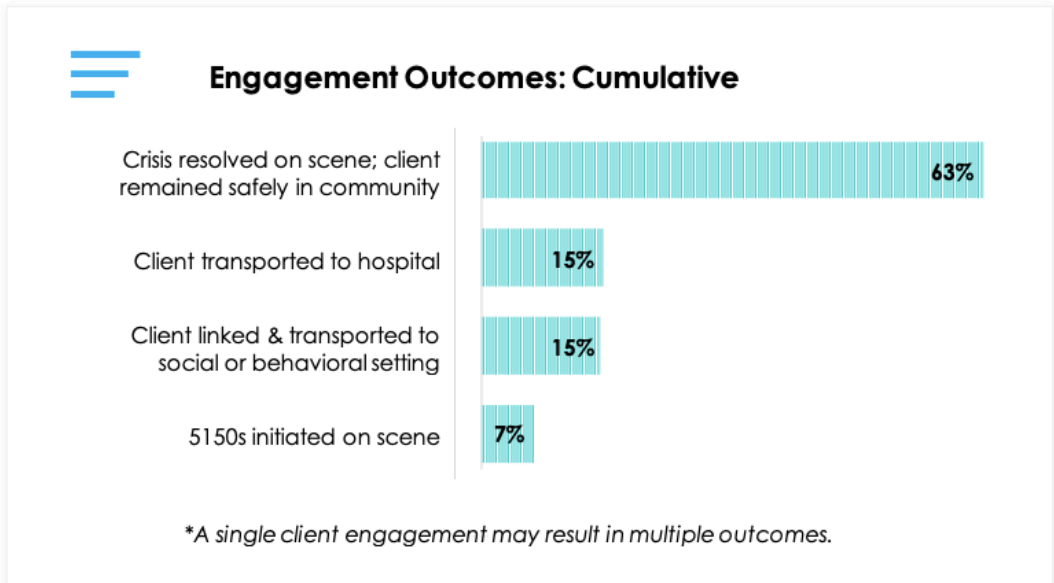
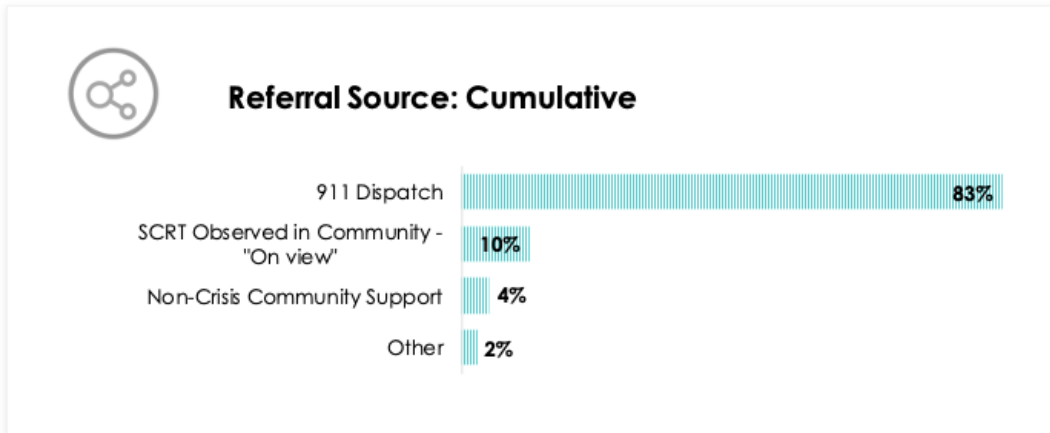
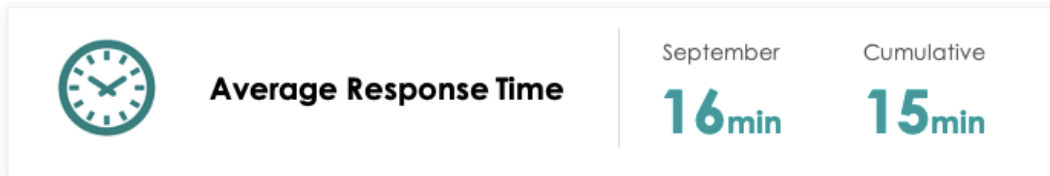
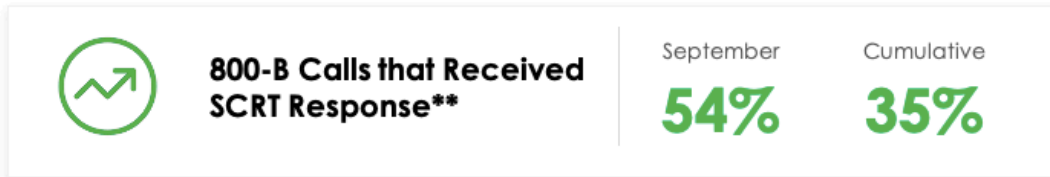
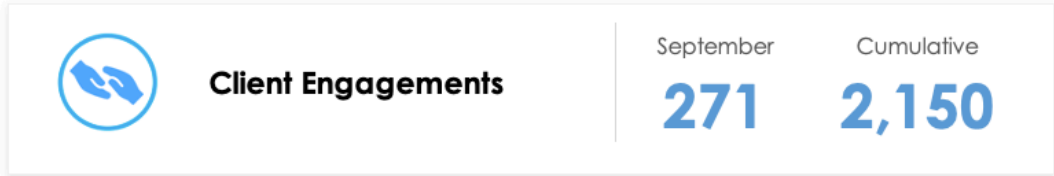
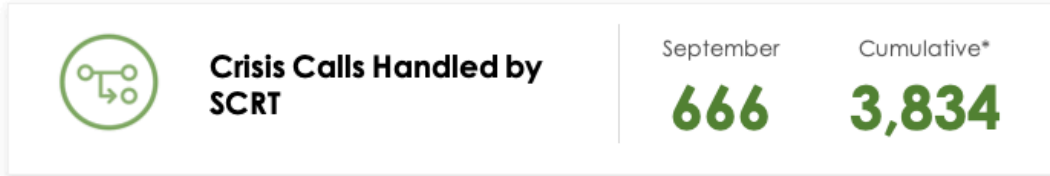
# Team Coverage and Hours

Region	Hours	Launch Date
Tenderloin	0900-2100	Launched 11/30/2020
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	1830-0630	Launched 7/26/21
Team 7	TBD	TBD





# DATA OVERVIEW





# DATA OVERVIEW



## Office of Coordinated Care Follow Up Rate

September

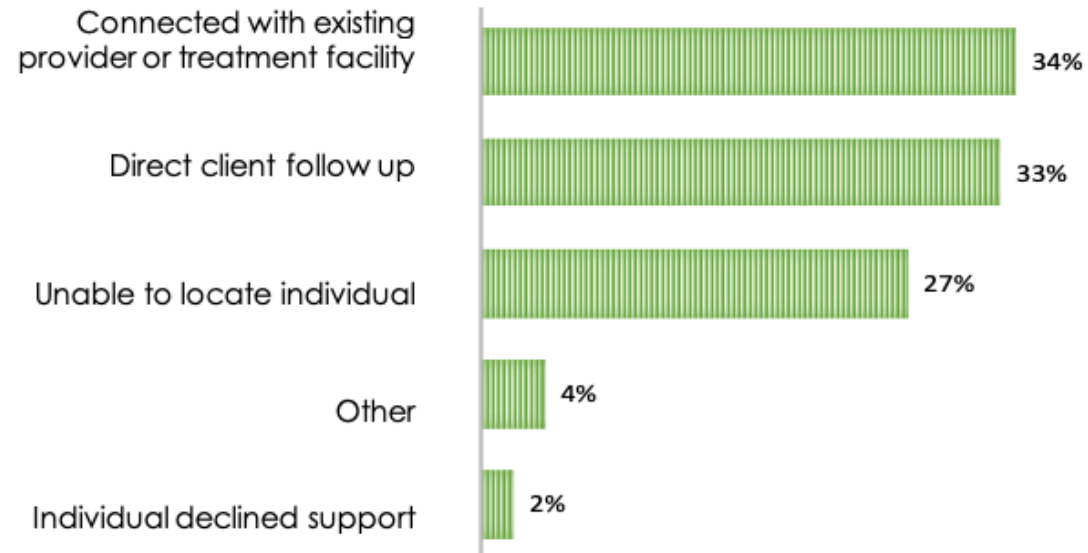
59%

\*Cumulative

33%



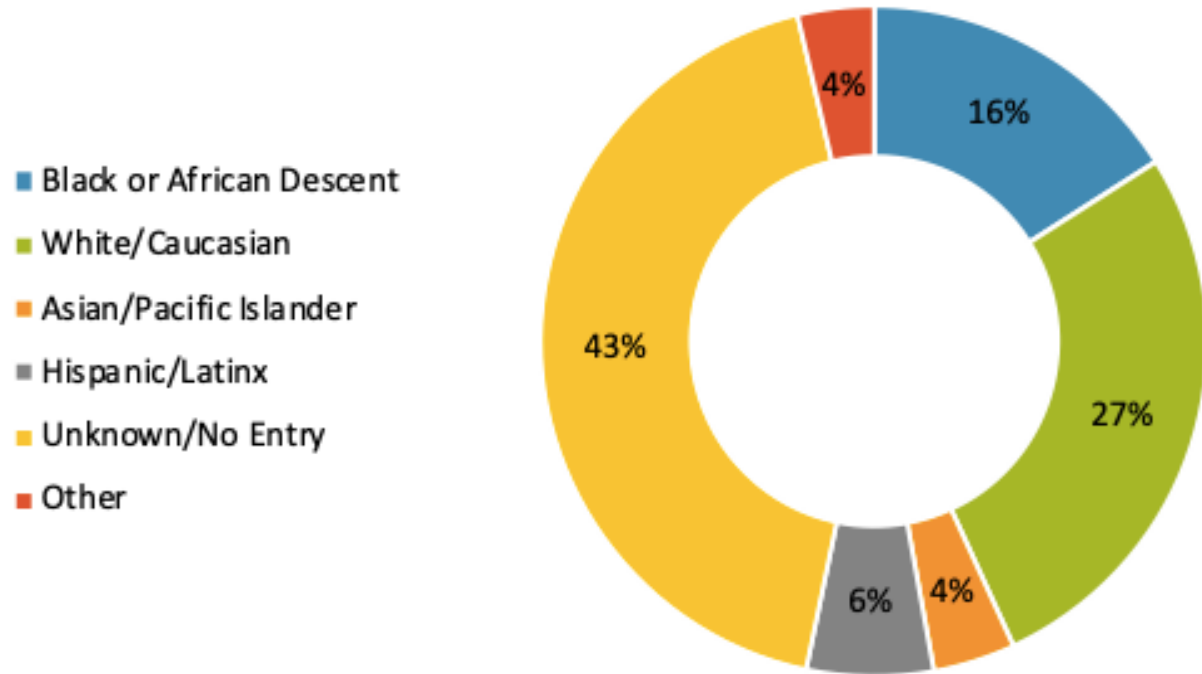
## Connections to Care: Cumulative



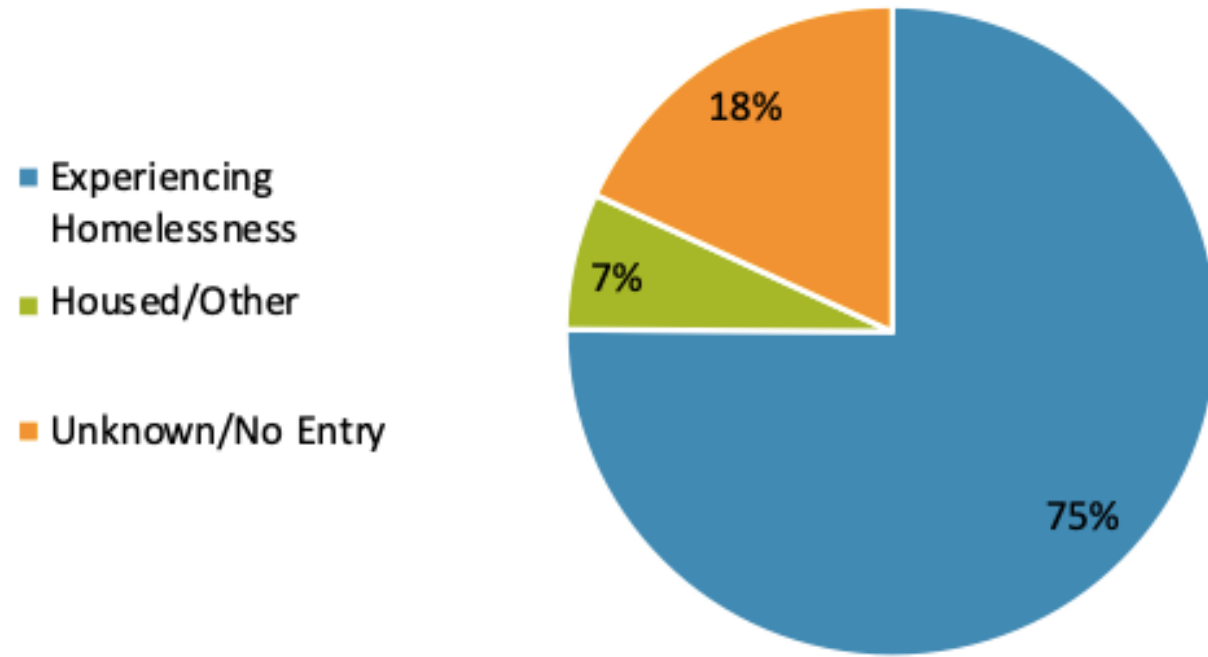


# DATA OVERVIEW — CLIENT CHARACTERISTICS

## Race & Ethnicity



## Living Situation





# IWG RECOMMENDATIONS

- **3A. SCRT to expand scope to respond to all 800A and 800B calls for "Mentally Disturbed Person"**
  - SCRT continues to make progress in responding to an increasing number of 800B calls
    - Current data shows that SCRT teams responded to 54% in September and 35% cumulatively
  - The goal is to respond to as close to 100% of 800B calls as possible before the transition to EMD dispatch
    - SCRT hopes to achieve this by setting incremental goals and improving operational efficiency now that there are 6 fully operational teams





# IWG RECOMMENDATIONS

- **3B.** Respond from a de-escalation model that challenges racism, and stigmatization of persons that are houseless and struggling with mental health challenges. Provide which model of de-escalation and mediation the team is being trained to use.
  - All SCRT members complete 40 hours of didactic and experiential training as a part of their onboarding, topics include:
    - Crisis care workflow, triaging, BARS scale, vignettes and case scenarios
    - Rationale for mobile crisis, mobile crisis as a specialty, crisis theory and crisis intervention, team science, team decision making, provider wellness, safety in the field, psychotherapy integration, challenging interactions, reporting veracity, violence assessment and intervention, suicide theories and risk factors
  - Additional trainings include:
    - Harm reduction
    - De-escalation techniques
    - Privacy and confidentiality
    - Introduction to community partners and resources
    - Equity



# IWG RECOMMENDATIONS

- **3C.** Eliminate current SCRT call code criteria in use: (i) Person must not be displaying self-harm behaviors (ii) Person does not pose an imminent threat to themselves, others or property.
  - SCRT will continue to prioritize 800B calls that do not involve weapons or self-harm behaviors. It is the goal to respond to as close to 100% of these calls as possible before transitioning to EMD dispatch in 2022 which will include new call codes.



# IWG RECOMMENDATIONS

- **3D.** Improve dispatch protocols to SCRT. (i) Establish alternative number to 911.  
(ii) Improve dispatch training for 311/911 to discern what is actual or perceived threats. (iii) Create policies and procedures that establish when police can and should defer/transfer response to SCRT. (iv) DPH and IWG need data from 311/911 on their protocols for triaging calls, and data of all 800 calls received with which entities they were triaged/directed to in order to recommend future improvements to dispatch. (v.) Public service announcements to San Franciscans to make them aware of SCRT.
  - SCRT has made progress on establishing an alternate number to access the team. Details and timeline are on hold pending further conversations with the Mayor's Office and DEM.
  - SCRT meets routinely with DEM and SFPD to discuss operational updates, data, policies, procedural changes, and any issues. SFPD issued a bulletin to their staff on how and when to request SCRT.
  - SCRT will transition to EMD Dispatch in 2022 which will include new call codes. Teams have started trainings to prepare them for this switch. DEM has also developed training for their staff.
  - SCRT PSA has been released: <https://www.youtube.com/watch?v=v4fwMZraj1Y&t=1s>
  - SCRT now has a website: <https://sf.gov/street-crisis-response-team>



# EVALUATION UPDATE

- Harder Co. released their Preliminary Report which covers program launch through end of March 2021.
  - SCRT has achieved some important early successes, which are evident in the data on call characteristics, communities served, and service responses and linkage.
  - The team is scaling up, as seen in the increased number of encounters per month, decreased response time, and increased portion of diverted police dispatch for behavioral health crises.
  - Team members' skillsets are well matched to presenting client needs. Once on scene, clients are either connected to the appropriate hospital or mental health facility or supported in their communities through direct services and referrals for future interventions.
- Robert Wood Johnson Foundation has started their client interviews with the help of the Office of Coordinated Care
- As SCRT approaches 1 year since its launch date (11/30/20), Harder Co. will continue to analyze quantitative and qualitative data for a year one report.
- SCRT's monthly data dashboard will soon include a heat map showing the distribution of call volume throughout the city.



# NEXT STEPS

- SCRT will be back at IWG in Spring 2022
- Leadership will continue to be data driven in their approaches to operational and programmatic decisions
- Teams will continue training for transition to EMD Dispatch
- SCRT will continue to collaborate with City partners and community-based organizations

