



COUNTY OF SANTA CLARA
Behavioral Health Services

ADULT MOBILE CRISIS RESPONSE TEAM (MCRT)

Mikelle Le,

Division Director

County of Santa Clara Behavioral Health Services Department

August 24, 2020

THE MISSION OF THE MCRT PROGRAM

The mission of the Mobile Crisis Response Team program is to provide effective and compassionate crisis intervention to individuals who experience mental illness and crisis, as well as reduce hospitalizations and un-necessary incarcerations whenever it is possible.

MCRT's goal is to assist individuals and their families to de-escalate the crisis, and connect them safely to mental health services and other appropriate services to reduce risks to self/others, increase public safety, increase outreach and engagement services, and provide necessary resources.



THE TIMELINE OF MCRT

- **January 2018:** Mobile Crisis Response Team was established. (Available to Law Enforcement only.)
- **August 2018:** Law Enforcement dedicated-phone-line available.
- **May 2019:** Community phone-line available.

MCRT: HOURS OF OPERATIONS

Hours of Operations: 24/7

How non-law enforcement access MCRT:

1-800-704-0900. Press Option #2

Dedicated Law Enforcement Line

Area Served: Santa Clara County

Available Languages: English, Spanish, Mandarin, Vietnamese. Other languages can be made available as needed through the Language Line.

When to call MCRT: When someone is experiencing a mental health crisis, or when someone may be suicidal and require a psychiatric evaluation for treatment purpose.

For Minors: call Uplift Mobile Crisis – 408-379-9085



MCRT: Who is MCRT?

The Mobile Crisis Response Team (MCRT) consist of culturally competent, trained clinicians in crisis intervention and who utilize best practice approaches to intervene with adult individuals in the community who are experiencing an acute mental health crisis event.

MCRT Clinician's partner with Law Enforcement agencies within Santa Clara County to deliver compassionate and effective care for those in crisis. Teams of clinicians are staffed throughout Santa Clara County.

Staffing: 19 dedicated/on-call clinicians (LCSW, ASW, LMFT, AMFT) and 3 Law Enforcement Liaisons.

MCRT SERVICES

Services:

- Crisis screening
- Crisis assessment
- Crisis intervention
- Verbal de-escalation
- Linkage/referral and resources



SUMMARY FOR 2018-2019 SERVICES DATA

2018	TOTAL #
Calls / Referrals received	413
Services provided	413
Field visits	142
5150	40

2019	TOTAL #	% INCREASE/DECREASE
Calls/Referral Received	1,026	148.42% increase since 2018
Services Provided	593	43.58% increase since 2018
Field Visits	414	191.55% increase since 2018
5150	128	220% increase since 2018

MCRT SERVICES DATA DURING COVID-19 PANDEMIC

SERVICES	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY
Calls received	157	159	171	215	311	374
Services Provided	47	38	56	98	120	150
Field visits	35	23	41	74	92	121
5150	13	7	19	26	24	34



Comments & Questions