

San Mateo County Mobile Crisis Response Team (SMC MCRT)

Presentation to the Behavioral Health Commission
September 4, 2024



SAN MATEO COUNTY HEALTH

**BEHAVIORAL HEALTH
& RECOVERY SERVICES**

Background

Medi-Cal Mobile Crisis Benefit Implementation: CA State's requirement

[BHIN-23-025](#) issued June 2023

- 24/7 non-armed mobile crisis response
- 2-persons mobile teams: Behavioral Health Clinician & Peer Specialist
- Anyone, anytime, anywhere
- Provide dispatch, mobile response, face-to-face crisis assessment & de-escalation, 5150 evaluation & hold, crisis safety plan, transport, warm hand-off, & post-crisis follow-up

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
- RFP awarded (to Telecare) ~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

Mobile Crisis Highlights



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



TeleCare MCRT:
MH Clinician &
Peer Specialist



Dispatch
Screening:
Standardized
Screening
(DHCS)



Other Importance:

- Response w/in 60 min
- Naloxone
- 24/7 Language Line
- Transportation
- LE, EMS Partnership
- 24 hr follow-up, up to 90 days

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 20th

Youth SOS
response 24/7

Phase II:

Expanded MCRT
shifts on August
5th with two days
AM shift

Youth SOS
response 24/7

Phase III:

24/7 MCRT
response - on
August 31th

Youth SOS
discontinued



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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**



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MCRT Steering Committee

Initial Goals of the Steering Committee

- Improve coordination among systems and mobile response programs
- Develop communication pathways and ongoing inter-departmental coordination
- Process trouble-shooting and improving care

Current Status

- Seeking to incorporate public input with diversity perspectives & representation
- Person with lived experience ideally
- Commitment: 1 hr. of committee meeting quarterly, 1 hr. pre/post meeting
- If interested, please send email to Shirley Chu



Thank you!

Special Acknowledgments to BHC, BOS, and All Stakeholders!

Shirley Chu, BHRS Crisis Services Manager

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