The goal of the San Francisco Street Crisis Response Team is to provide rapid, resource-focused, non-reviewer support to people experiencing crises in public spaces in order to reduce low-escalation encounters and unnecessary emergency room visits.

The SCRT now has five fully operational teams that provide of-geographic coverage across San Francisco. These teams operate 7 days a week, 12 hours per day, at pick-up-and-launch at the end of each shift. The program is supported by the Office of Human Resources and was launched in collaboration with UCSF and the San Francisco Fire Department, ensuring wraparound response and follow-up care to clients and their families within 24 hours of the initial encounter.

### KEY PERFORMANCE INDICATORS

**Crisis Calls Handled by SCRT**

- **June:** 498
- **Cumulative:** 1,958

**BLS-9 Calls that Received SCRT Response**

- **June:** 39%
- **Cumulative:** 27%

**Average Response Time**

<table>
<thead>
<tr>
<th>June</th>
<th>Cumulative</th>
</tr>
</thead>
<tbody>
<tr>
<td>14 min</td>
<td>15 min</td>
</tr>
</tbody>
</table>

**Referral Source:**

<table>
<thead>
<tr>
<th>SCRT</th>
<th>June</th>
<th>Cumulative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dial 911</td>
<td>69%</td>
<td>78%</td>
</tr>
<tr>
<td>Obtained by Community</td>
<td>14%</td>
<td>14%</td>
</tr>
<tr>
<td>Non-SCRT Community Support</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>Other</td>
<td>1%</td>
<td>1%</td>
</tr>
</tbody>
</table>

*Cumulative counts on an stats area pilot launch (Nov 20, 2020 – June 20, 2021)*

**BLS-9 calls are a type of call made from an emergency communications center which indicate an individual in behavioral health crisis with no weapon involved. Of the 3,111 calls received by the SCRT, 1,673 were from calls where missing was the most common risk assessment. A total of 88 calls resulted in hospital or jail admissions, and 20 of those hospital admissions were due to lack of alcohol or drug treatment.**

**Client Engagements**

- **Cumulative:** 292
- **Cumulative:** 1,149

**Client Characteristics:**

- **Under 50:** 56%
- **50+:** 44%
- **Male:** 56%
- **Female:** 44%
- **White:** 20%
- **Non-white:** 80%
- **Experiencing homelessness:** 40%
- **Experiencing housing:** 30%
- **特殊情况:** 30%
- **Experiencing trauma:** 18%
- **Experiencing violence:** 17%

*“Other” category is comprised of any other, non-eligible clients that are not listed here and sometimes difficult to follow-up with due to the circumstances of the encounter.*