The goal of the San Francisco Street Crisis Response Teams is to provide rapid, trauma-informed response to calls for help from individuals experiencing crisis in public spaces in order to reduce law enforcement encounters and unnecessary emergency room use.

**KEY PERFORMANCE INDICATORS**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>April</th>
<th>Cumulative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Handled by SCRT</td>
<td>271</td>
<td>1,027</td>
</tr>
<tr>
<td>800 A Calls that Received SCRT Response**</td>
<td>24%</td>
<td>20%</td>
</tr>
<tr>
<td>Average Response Time</td>
<td>13min</td>
<td>15min</td>
</tr>
</tbody>
</table>

**Cumulative counts are on a daily since pilot launch (Nov 30, 2020 – April 30, 2021)**

**800-As are a type of call made from 911 emergency communications centers which dispatch an individual in behavioral health crisis with no weapon involved. In 2019, if 911 received over 10,000 of these calls. Percentage shown excludes "800-As (Unvet)." and a small number of 800-As not dispatched to SCRT for other reasons. SCRT aims to respond to 100% of dispatched 800-As once fully launched.**

**Client Engagements and Client Characteristics**

- **Engagement Outcomes:**
  - Crisis resolved
  - Neutral: contact made and rapport established
  - Client transported to hospital
  - Client transported to a medical or mental health facility
  - Client moved with intravenous sedating

- **Client Characteristics:**
  - 18% Black or African American
  - 17% Latino
  - 17% Hispanic American/ Latino
  - 16% Asian
  - 13% Other
  - 8% White or Caucasian
  - 6% American Indian or Alaska Native
  - 3% Middle Eastern
  - 2% Other

**Client Living Situation**

- 15% Homeless
- 13% Inconsistent Housing
- 10% Inmate/Incarcerated
- 7% Unemployed
- 7% Work and Live in Area
- 7% Unable to Work
- 7% Reside in Family Home
- 7% Live Alone
- 7% Other

**"Other" is a category (created on or after February 2021) with less than 15% of clients.

**"The SCRT aims to collect demographic information for each client but its data sometimes differs in detail from the circumstances of the encounter."**