Street Crisis Response Team (SCRT) Update:
April 2022

The Street Crisis Response Team (SCRT) is pleased to announce that we have launched a new website! For more information on the SCRT, please visit [Street Crisis Response Team Background](#).

**Key Performance Indicators**

- **Crisis Calls Handled by SCRT**
  - April: 735, Cumulative: 9,280

- **BPD Calls Per Received SCRT Response**
  - April: 60%, Cumulative: 47%

- **Average Response Time**
  - Cumulative: 17 min.

**Referral Source**

<table>
<thead>
<tr>
<th>Source</th>
<th>April</th>
<th>Cumulative</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCRT Dispatch</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>911</td>
<td>30%</td>
<td>30%</td>
</tr>
<tr>
<td>Non-SCRT Community</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>Other</td>
<td>5%</td>
<td>5%</td>
</tr>
</tbody>
</table>

**Client Engagements**

- April: 278, Cumulative: 4,525

**Engagement Outcomes**

- Crisis prevented or provider on scene: 40%
- Crisis occurred but handled: 15%
- Suicide call not handled: 10%
- Spritual care necessary: 10%

**Connections to Care**

- Provided education: 5%
- Linked to mental health provider: 25%
- Provided food or beverages: 20%
- Provided transportation: 20%
- Provided case management: 10%

**Client Characteristics**

- Age
  - 0-17: 10%
  - 18-24: 15%
  - 25-34: 15%
  - 35-44: 15%
  - 45-54: 15%
  - 55-64: 15%
  - 65+: 10%

- Gender
  - Male: 50%
  - Female: 50%

- Race & Ethnicity
  - Caucasian: 60%
  - African American: 20%
  - Asian: 10%
  - Other: 10%

- Mental Health
  - None: 70%
  - Male mental health: 10%
  - Female mental health: 20%

- Drug Use
  - None: 70%
  - Other: 30%

- Income
  - Less than $15,000: 20%
  - $15,000 to $30,000: 20%
  - $30,000 to $50,000: 20%
  - $50,000 to $75,000: 20%
  - More than $75,000: 10%

**Office of Coordinated Care Follow-Up**

- April: 78%, Cumulative: 49%

*This data is subject to change as the Office of Coordinated Care Launch Department (OCCLD) continues to assess and improve the SCRT's performance.*