

**STREET CRISIS
RESPONSE TEAM (SCRT)
SEPTEMBER 2022
UPDATE**




The goal of the San Francisco Street Crisis Response Team is to provide rapid, trauma-informed response to calls for service about people experiencing crisis to reduce law enforcement encounters and unnecessary emergency room use.

The SCRT now has 7 fully operational teams that provide full geographic coverage across San Francisco. These teams operate 7 days per week, 24 hours per day. All teams are supported by the SCRT Office of Coordinated Care staff who continue to provide follow-up and linkage support to clients as soon as possible following the initial crisis encounter.

In June 2022, SCRT entered Phase 2 of implementation with the transition from police dispatch to Emergency Medical Dispatch (EMD). This change allows teams to respond to a wider range of calls for service, including calls to indoor settings, and further separates behavioral health crisis response from law enforcement by going through medical dispatch.

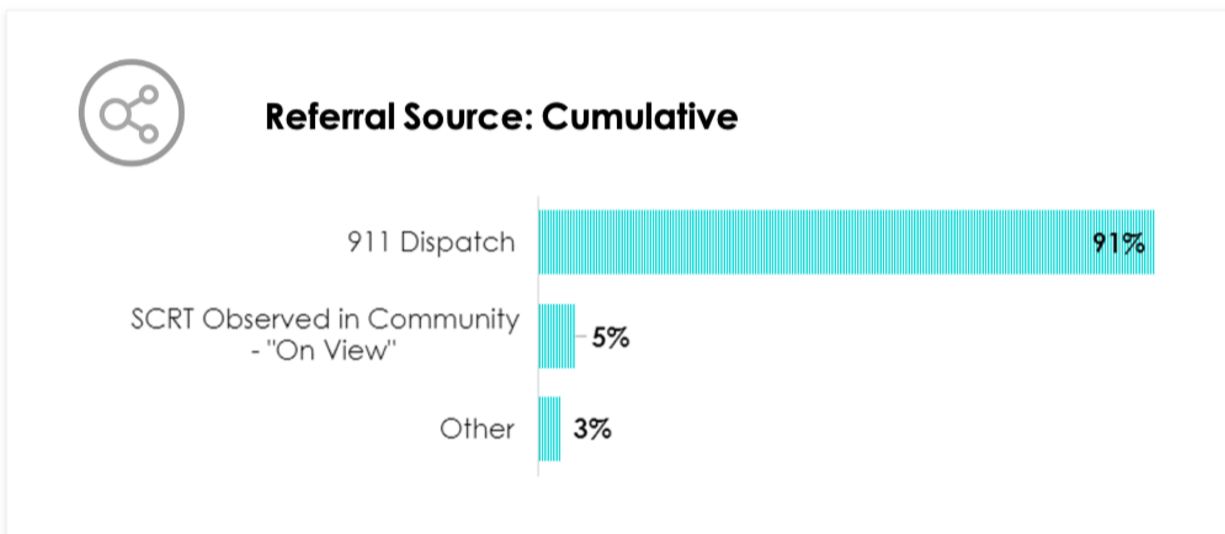
**OPERATIONS
UPDATE**


KEY PERFORMANCE INDICATORS

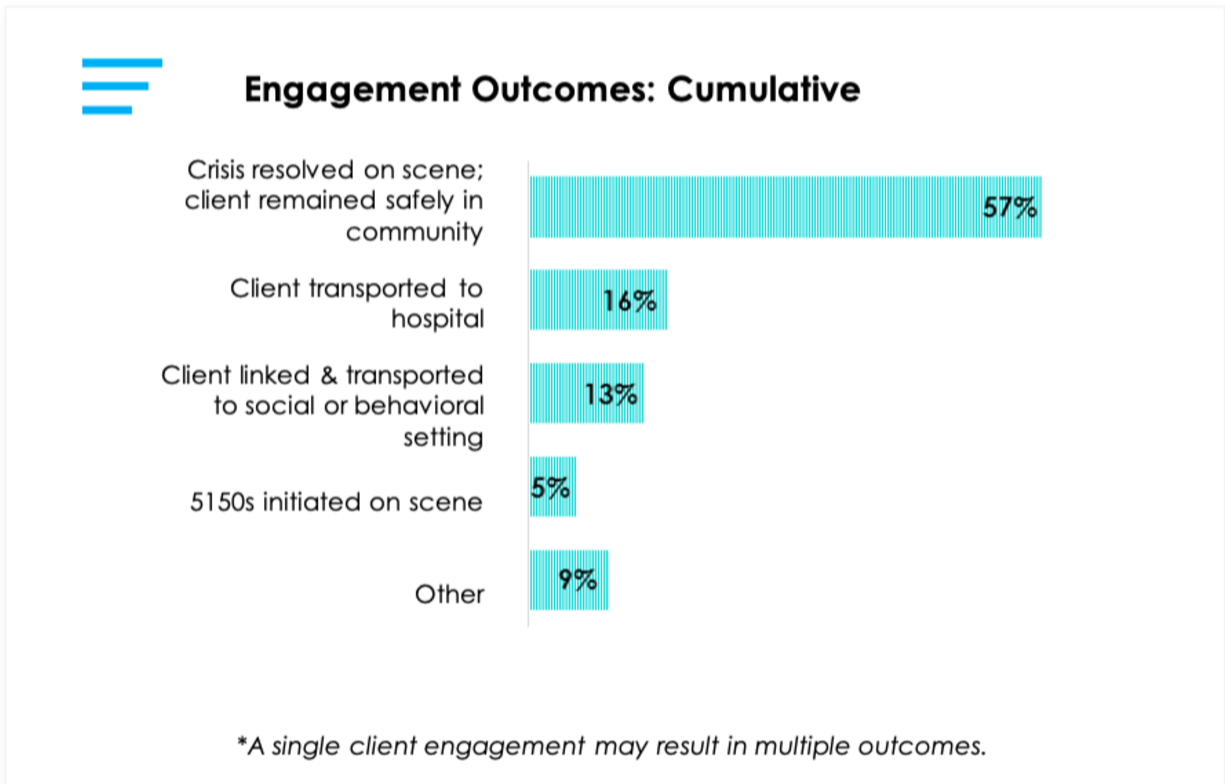
	Crisis Calls Handled by SCRT	September 790	Cumulative* 12,875
	SCRT-Eligible Calls that Received SCRT Response**	September 77%	Cumulative 77%
	Average Response Time	September 19min	Cumulative 17min

*Cumulative counts are on data since pilot launch (November 30, 2020 – September 30, 2022)

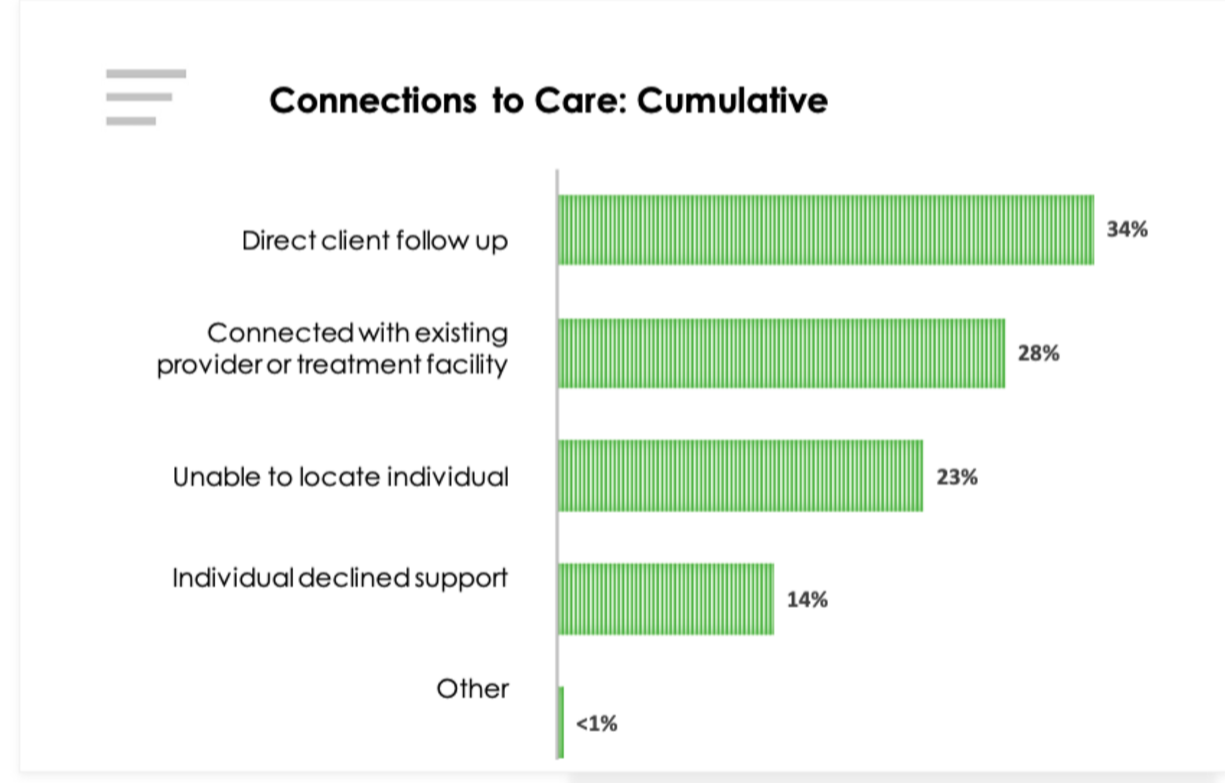
**During the pilot phase, SCRT responded to 800B calls under police dispatch. In Phase 2 (beginning June 22, 2022) SCRT responds to the same type of behavioral health crisis calls that are now coded and dispatched through Emergency Medical Dispatch (EMD). This allows SCRT to respond to calls for service indoors as well as outside, and further separates behavioral health crisis response from law enforcement response. Additionally, if SCRT is unable to respond to a call, they are now backed up by an ambulance instead of police. Cumulative counts for this metric are from beginning of Phase 2 forward.



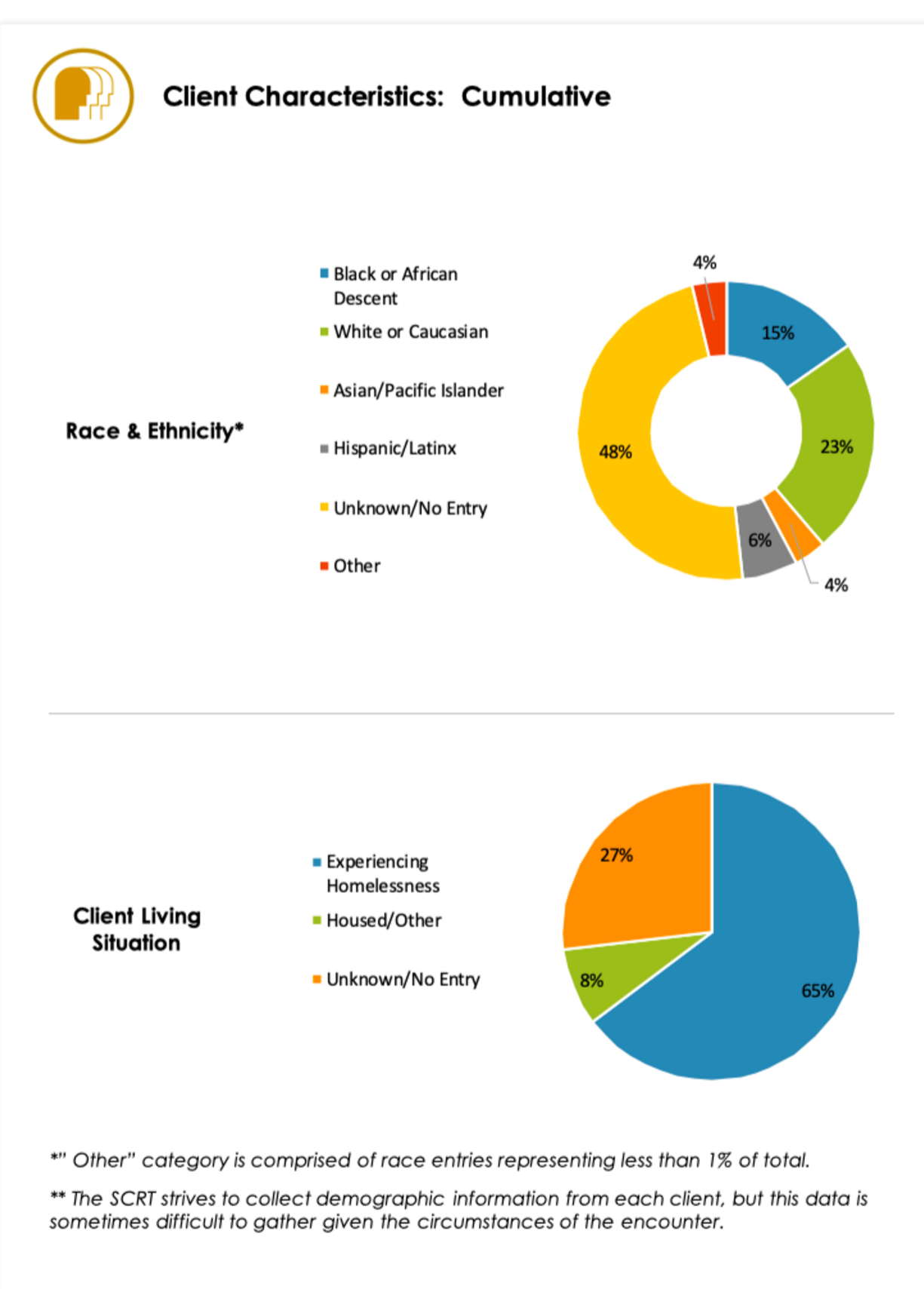
	Client Engagements	September 501	Cumulative 6,487
---	---------------------------	-------------------------	----------------------------



	SCRT Office of Coordinated Care Follow Up Rate	September 86%	*Cumulative 58%
---	---	-------------------------	---------------------------



*Cumulative counts are on data since SCRT Office of Coordinated Care launch (April 5th, 2021 – September 30, 2022)



The Street Crisis Response Team now has a [website!](#)
For more information on the SCRT please visit: [Street Crisis Response Team Background](#)

Share this email:



[Manage](#) your preferences | [Opt out](#) using TrueRemove®
Got this as a forward? [Sign up](#) to receive our future emails.
View this email [online](#).

101 Grove St
San Francisco, CA | 94103 US

This email was sent to .
To continue receiving our emails, add us to your address book.

[Subscribe](#) to our email list.