The goal of the Simplicity for Street Crisis Response (SCRT) Team is to reduce harm and improve engagement with the most vulnerable residents of San Francisco through the prompt and targeted deployment of a mobile crisis response team.

Operation Update

The SCRT now has 7 operational teams and provides full geographic coverage across the city. The teams have received over 200 calls to date. The SCRT has received over 100 requests for follow-up by the participants and the closest available SCRT team.

In June 2022, the SCRT assumed new responsibilities for the historically-stalled and underfunded street food service to directly address the need for medical support.

Key Performance Indicators

- Crisis CallHandled by SCRT: 688 (13,563)
- SCRT: Highs/Call vs Recalculated SCRT Response: 79% (78%)
- Average Response Time: 18 mins (17 mins)

Client Engagement & Outcomes

- Crisis Mandated: 2
- Client Therapist: 6
- Client’s therapist was responsible for calling in the SCRT
- SCRT did not contact caller
- Other: 4

Client Survey of Care Follow-Up Rate: 85% (59%)

- Client’s therapist rated the service as helping
- Client reported a reduction in their crisis
- Client did not want to make a call to another provider
- Other: 10%

Client Characteristics: Cumulative

- African American: 28%
- Asian and Pacific Islander: 24%
- Hispanic/Latino: 32%
- White/Caucasian: 16%
- Other/Unknown: 2%

- *Other* category completed by two residents representing less than 1% of total.

For more information on the SCRT, please visit: Street Crisis Response Team Background.

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