STREET CRISIS RESPONSE TEAM (SCRT)
FEBRUARY 2023 UPDATE

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.

KEY PERFORMANCE INDICATORS

<table>
<thead>
<tr>
<th>Metric</th>
<th>February</th>
<th>Cumulative*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crisis Calls Handled by SCRT</td>
<td>515</td>
<td>15,970</td>
</tr>
<tr>
<td>SCRT-Eligible Calls that Received SCRT Response**</td>
<td>72%</td>
<td>77%</td>
</tr>
<tr>
<td>Average Response Time</td>
<td>18 min</td>
<td>17 min</td>
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*Cumulative counts are on data since pilot launch (November 30, 2020 – February 28, 2023)
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.

**Referral Source: Cumulative**

- 911 Dispatch: 92%
- SCRT Observed in Community - "On View": 5%
- Other: 3%

**Client Engagements**

- February: 311
- Cumulative: 9,153

**Engagement Outcomes: Cumulative**

- Crisis resolved on scene; client remained safely in community: 56%
- Client transported to hospital: 17%
- Client linked & transported to social or behavioral setting: 13%
- 5150s initiated on scene: 6%
- Other: 7%

*A single client engagement may result in multiple outcomes.*
**SCRT Office of Coordinated Care Follow Up Rate**

<table>
<thead>
<tr>
<th></th>
<th>February</th>
<th>*Cumulative</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>46%</td>
<td>64%</td>
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</table>

### Connections to Care: Cumulative

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct client follow up</td>
<td>32%</td>
</tr>
<tr>
<td>Connected with existing provider or treatment facility</td>
<td>28%</td>
</tr>
<tr>
<td>Unable to locate individual</td>
<td>23%</td>
</tr>
<tr>
<td>Individual declined support</td>
<td>16%</td>
</tr>
<tr>
<td>Other</td>
<td>1%</td>
</tr>
</tbody>
</table>

*Cumulative counts are on data since SCRT Office of Coordinated Care launch (April 5th, 2021 – February 28, 2023)*
** Client Characteristics: Cumulative

### Race & Ethnicity*
- Black or African Descent: 15%
- White or Caucasian: 47%
- Asian/Pacific Islander: 24%
- Hispanic/Latínx: 6%
- Unknown/No Entry: 1%
- Other: 4%

* The "Other" category is comprised of race entries representing less than 1% of total.

### Client Living Situation
- Experiencing Homelessness: 25%
- Housed/Other: 32%
- Unknown/No Entry: 64%

** The SCRT strives to collect demographic information from each client, but this data is sometimes difficult to gather given the circumstances of the encounter.