

## Purpose of PERT

The Psychiatric Emergency Response Team (PERT) consists of one Palo Alto Police Department officer and one County of Santa Clara Behavioral Health Services Department licensed clinician, paired together to respond to mental health related calls for service.

The PERT Team's primary objective is to provide intervention to a person experiencing a mental health emergency.

Intervention includes: de-escalation, psychiatric evaluation, linkage to appropriate mental health services, and follow-up to attempt support continuity of care. Intervention may include hospitalization when most appropriate.

The PERT Team also conducts non-emergency referrals from Palo Alto Police Department personnel who responded to a call for service where an individual may be in need of mental health services.

## Goals of PERT

- Divert clients from hospitalization and incarceration to other services when appropriate
- Connect those experiencing a mental health condition, substance use disorder, and/or homelessness to community resources
- Provide mental health training and expertise to Palo Alto Police Department staff.

## Service Availability

At this time, PERT handles cases within the city of Palo Alto:  
Sunday – Wednesday, 12:00 PM – 10:00 PM.

To reach the Palo Alto Police Department's 24-hour dispatch center, call (650) 329-2413.

*PERT is NOT a substitute for 9-1-1. For all emergency service requests, dial 9-1-1.*

### What services are not directly available from PERT?

- PERT does not provide extended case management.
- PERT cannot be dispatched or assigned cases by the public.
- PERT does not prescribe, deliver, or administer medication.

# PSYCHIATRIC EMERGENCY RESPONSE TEAM (PERT)

A partnership between the  
Palo Alto Police Department  
& County of Santa Clara  
Behavioral Health Services  
Department

Agent Daniel Cuevas  
&  
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