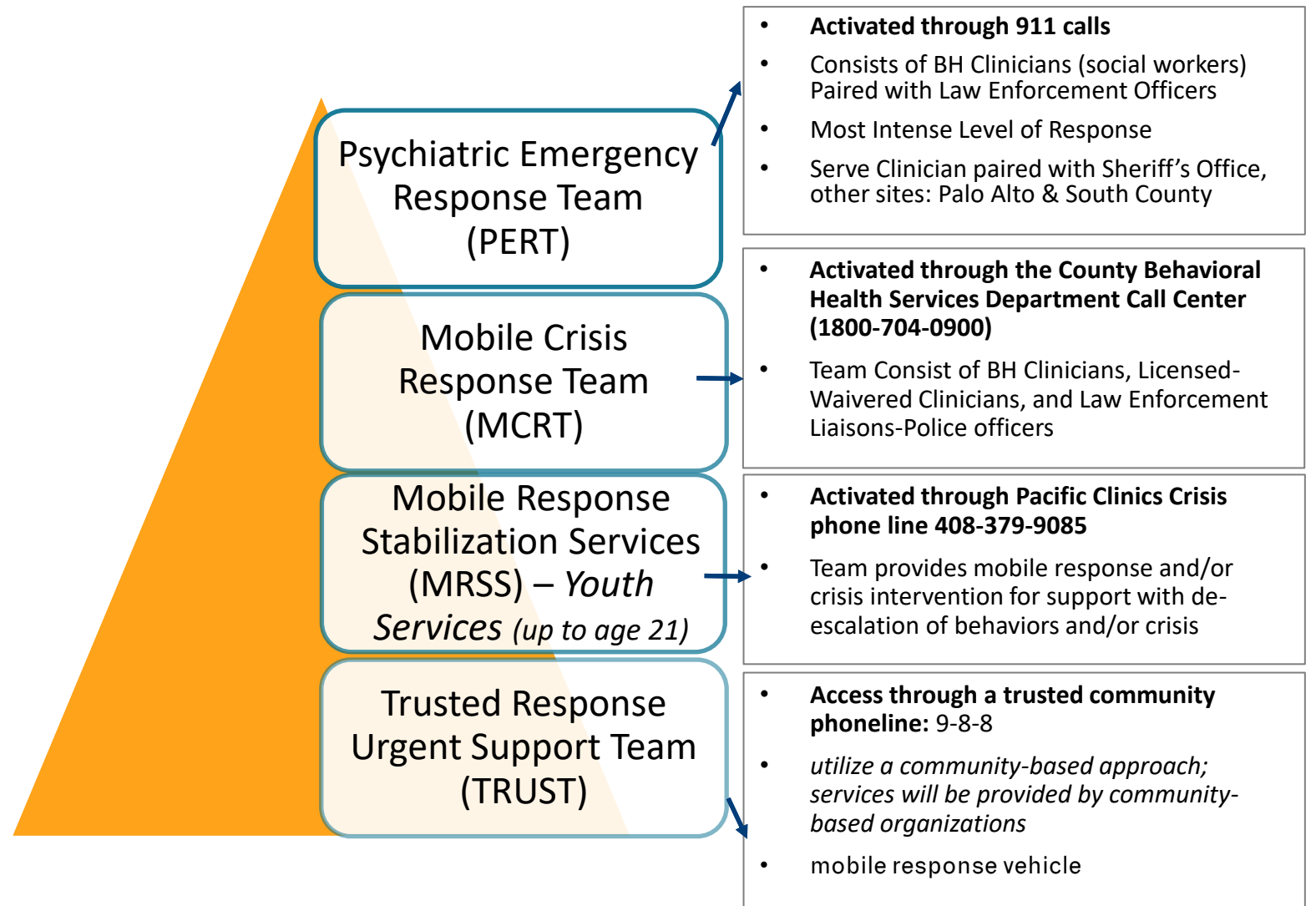




COUNTY OF SANTA CLARA  
**Behavioral Health Services**

Behavioral Health Mobile Crisis Programs  
Project Safety Net Community Forum Webinar  
May 31, 2022

# THE COUNTY'S BEHAVIORAL HEALTH (BH) MOBILE PROGRAMS



# Psychiatric Emergency Response Team (PERT)

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PERT is located in 4 jurisdictions throughout the county and is a real-time response program that is activated via 911 dispatcher calls. Through these calls, a partner team (consisting of a clinician paired with an active law enforcement officer) arrives on the scene of emergencies to de-escalate crisis situations. Conditions where clients would require PERT services would involve clients threatening self-harm, threatening harm to others, or experiencing a grave disability that may warrant an involuntary hold (e.g., 5150 hold).

## Operational Hours:

- Sheriff's Office: 7 days a week, 1 pm to 11 pm
- Palo Alto: Sun-Wed, 12 pm to 10 pm
- Morgan Hill: Wed-Sat, times TBD
- San Jose Police Department: 7 days a week, times TBD

# Mobile Crisis Response Team (MCRT)

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MCRT, a county-operated program, provides support/services when someone is experiencing a mental health crisis or when someone may be suicidal and require a psychiatric evaluation for treatment purposes. MCRT screens and assesses crisis situations over the phone and, when needed, deliver onsite crisis intervention services at locations throughout the county.

Operational Hours: 24 hours a day/ 7 days a week

# Mobile Response and Stabilization Services (MRSS)

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- Provides stabilization and support services for children, youth, and young adults (through age 21) experiencing mental health crisis in Santa Clara County. Therapeutic teams will consult, assess for risk and safety, and intervene through crisis counseling with the goal of community stabilization. Post Crisis Stabilization services will be provided to ensure linkage, referral, and care coordination to existing providers and/or refer for ongoing services
- Provides 24-hour in-person intervention or phone support to children, youth and young adults in Santa Clara County who are in acute psychological/emotional crisis.
- Operated by: Pacific Clinics
- Operational Hours: 24 hours a day/ 7 days a week

# Trusted Response Urgent Support Team (TRUST)

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**TRUST** intends to proactively help individuals in crisis: any behavioral-health related situation where an individual needs assistance in resolving conflicts or stressful situations. The program team will help individuals experiencing an increased level of stress and anxiety by conducting assessments to minimize and prevent further escalating the crisis and provide the individual the support they need during their time of need.

As this program is intended to utilize a community-based approach, the intent is to have this program broadly used by the community *as an alternative to a law enforcement response* and have this program in place for individuals to feel safe accessing when calling to get help for themselves and others during a crisis without law enforcement involvement.

Operated by: Behavioral Health Community-Based Organization Service Provider (Pending – Active Procurement Process)

Operational Hours: 24 hours a day/ 7 days a week

# Access to Programs

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Mobile Crisis Programs Will be Merged to 9-8-8	Current Phone #	Effective Mid-July 2022
<b>Mobile Crisis Response Team (MCRT)</b>	800-704-0900 (Press #2)	9-8-8
<b>Mobile Response and Stabilization Services (MRSS)</b>	408-379-9085	9-8-8
<b>Trusted Response Urgent Support Team (TRUST)</b> operational by FY2023 (Fall 2022)	N/A	9-8-8
<b>Psychiatric Emergency Response Team (PERT) accessible via 9-1-1</b>		