



COUNTY OF SANTA CLARA  
**Behavioral Health Services**

**ADULT MOBILE CRISIS RESPONSE TEAM (MCRT)**  
**MARCH 16<sup>TH</sup>, 2021**  
**MIKELLE LE, M.A., LMFT - DIVISION DIRECTOR**  
**CONSUMER, FAMILY AFFAIRS & CCWP**

# THE MISSION OF THE MCRT PROGRAM

- ❖ **The mission** of the Mobile Crisis Response Team program is to provide effective and compassionate crisis intervention to individuals who experience mental illness and crisis, as well as reduce hospitalizations and un-necessary incarcerations whenever it is possible.
- ❖ **MCRT's goal** is to assist individuals and their families to de-escalate the crisis and connect them safely to mental health services and other appropriate services to reduce risks to self/others, increase public safety, increase outreach and engagement services, and provide necessary resources.

# MCRT: HOURS OF OPERATIONS

- **Hours of Operations:** 7 days a week (24/7)
- **How to access MCRT:** 1-800-704-0900.
  - English: Press Option #1, then Option #2
  - Spanish: Press Option #2, then Option #2
  - Vietnamese: Press Option #3, then Option #2
- **Minors under the age of 18:** call 408-379-9085
- **Area Served:** Santa Clara County
- **Available Languages:** English, Spanish, Vietnamese. Other languages can be made available as needed through the Language Line.
- **When to call MCRT:** When someone is experiencing a mental health crisis, or when someone may be suicidal and require a psychiatric evaluation for treatment purpose.

## MCRT: WHO IS MCRT?

- **The Mobile Crisis Response Team (MCRT) consist of culturally competent, trained clinicians in crisis intervention** and who utilize best practice approaches to intervene with adult individuals in the community who are experiencing an acute mental health crisis event.
- **MCRT Clinician's partner with Law Enforcement agencies** within Santa Clara County to deliver compassionate and effective care for those in crisis. Teams of clinicians are staffed throughout Santa Clara County.
- **Staffing:** LCSW, ASW, LMFT, AMFT, Law Enforcement Liaisons

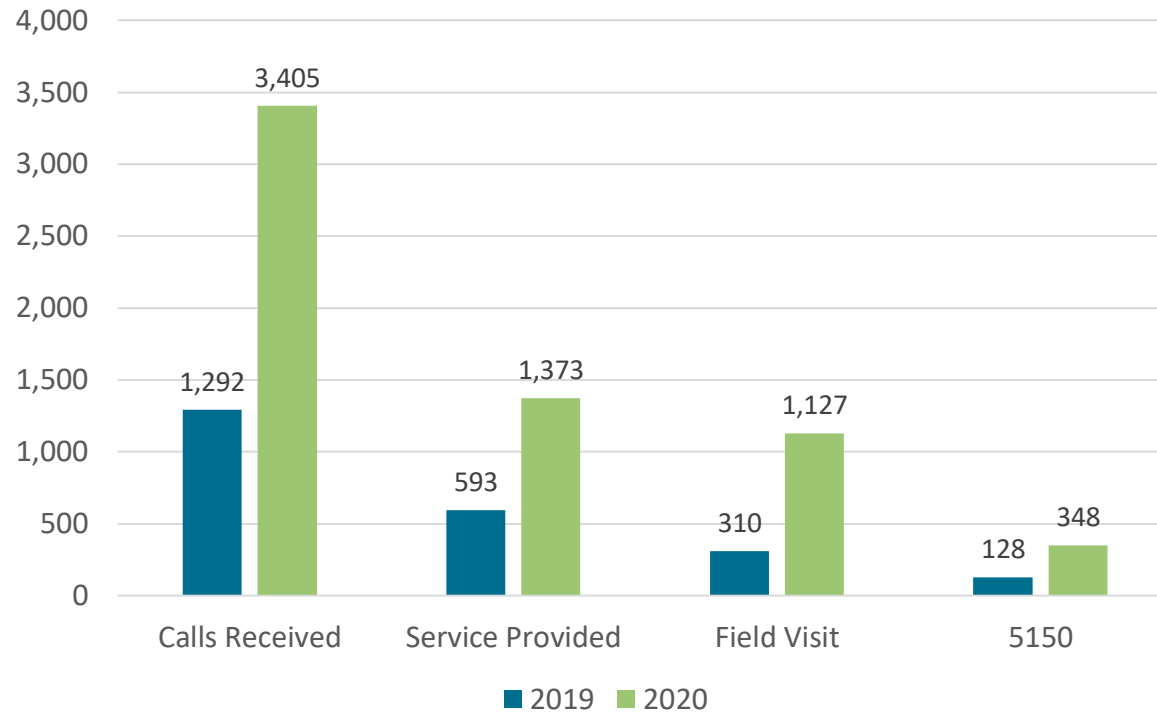
# MCRT SERVICES

- **Services:**
  - Crisis screening
  - Crisis assessment
  - Crisis intervention
  - Verbal de-escalation
  - Linkage/referral and resources

<https://www.sccgov.org/sites/bhd/Services/Pages/mobile-crisis-response-team.aspx>

# MCRT SERVICES DATA

Services	2019	2020	% Increase
Calls Received	1,292	3,405	163.5%
Service Provided	593	1,373	131.5%
Field Visit	310	1,127	263.6%
5150	128	348	171.9%



## LAW ENFORCEMENT (LE) AGENCY REFERRALS

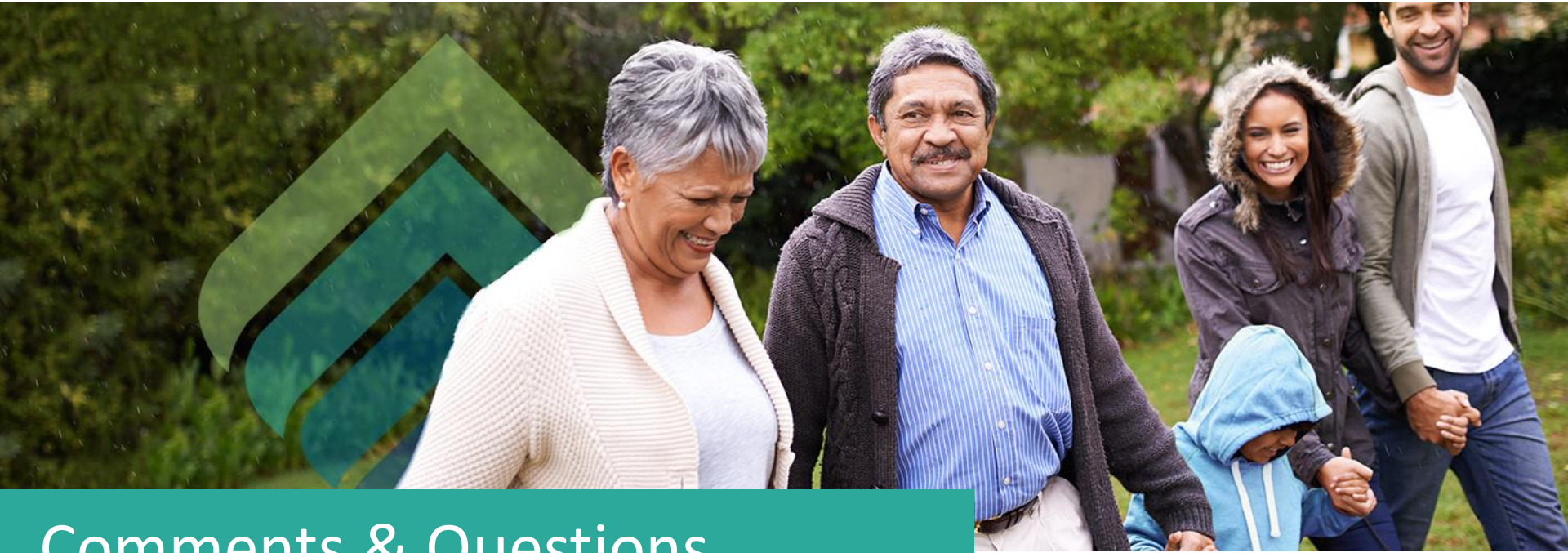
LE Agency	2019	2020
Campbell PD	4	11
CHP	0	1
Gilroy PD	2	26
Los Altos PD	2	2
Los Gatos PD/Monte Sereno	0	5
Milpitas PD	6	20
Morgan Hill PD	4	13
Mountain View PD	1	18
Out of County	0	1
Palo Alto PD	1	6
San Jose PD	138	415
Santa Clara PD	12	34
Sheriff	26	104
Sunnyvale PD	4	9

# MENTAL HEALTH URGENT CARE (MHUC)

- **Location and Hours of Operation:**
  - **Location:** 871 Enborg Court, Unit 100, San Jose, CA 95128
  - Phone: 408-885-7855
  - **Hours:** 8AM - 10PM Everyday/7 days a week, including Holidays
  - **After Hours:** 10PM- 8AM - use MHUC entrance to access EPS for Psychiatric emergency services
  - **Language:** English, Farsi, Spanish, Vietnamese staff, VMC language line for other languages.







# Comments & Questions