

SAN FRANCISCO STREET CRISIS RESPONSE TEAM



City & County of San Francisco
Street Crisis Response Team

Summary

Serving: San Francisco, California (pop. 808,988)

Operating Since: November 2020

Current Budget: \$12.3M

Alternative Response Model: Collaboration between the San Francisco Department of Public Health, the San Francisco Fire Department, the Department of Emergency Management, HealthRight 360 and RAMS, Inc.

Website: <https://www.sf.gov/street-crisis-response-team>

Team Composition: 6 response teams, each which consist of a community paramedic, an Emergency Medical Technician (EMT) or second paramedic, and either a Peer Counselor or a Homeless Outreach Team (HOT) specialist. Behavioral health clinicians follow up through the Office of Coordinated Care as appropriate.

Call types:	Lower priority behavioral health crisis
Staff:	15 to 25 employees
Training:	Street response teams receive extensive training on de-escalation, trauma-informed care, cultural competency, and motivational interviewing.
Calls responded to per month:	Around 1,500.
Dispatch Process:	Responders are dispatched through the 911 Emergency Call Center, 24/7. Where appropriate, SCRT Teams refer individuals to the Office of Coordinated Care where behavioral health clinicians provide follow-ups and connection to behavioral health care.

Photos

