



SANTA CLARA COUNTY BEHAVIORAL HEALTH SERVICES

MOBILE CRISIS RESPONSE TEAM (MCRT)

Mikelle Le, M.A., LMFT
Sr. Program Manager
MHUC, MCRT

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 unnecessary 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:** Monday – Friday 8AM-8PM
- **How to access MCRT:** 1-800-704-0900. Press Option #2
- **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 Liaison

MCRT Services:

► Services:

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



