



STREET CRISIS RESPONSE TEAM

San Francisco's first Street Crisis Response Team is a pilot program designed to help people experiencing mental health and substance use crises on the streets. The team launched in November 2020 and will provide citywide, 24/7 service by the summer of 2021.

Each team includes one community paramedic, one behavioral health clinician (like a psychologist or social worker) and one behavioral health peer specialist (someone whose lived experience may include homelessness and behavioral health needs and who's in recovery). We work together to de-escalate, or calm down, crises in the streets.

We answer 911 calls that don't require a police response. Our goal is to reduce unnecessary emergency room visits and jail time. We can call police in case of a public safety threat, and we can initiate 5150 psychiatric holds when clinically necessary, but we find that most of our calls can be safely resolved in the community. We can link people to services and can even provide transportation to those services. We also support our clients with follow-up care coordination.

You can call 911 to engage the Street Crisis Response Team for adults in public spaces who are nonviolent, who don't have weapons, and who are showing signs of a behavioral health crisis (for example, they are visibly upset, talking/yelling to themselves).



The Street Crisis Response Team is a collaboration between the San Francisco Department of Public Health, Fire Department, and Department of Emergency Management, and is supported by community-based providers HealthRIGHT 360 and RAMS, Inc.