



# 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.



# 街頭危機 應變小組

三藩市第一街危機應變小組是一項試驗計劃，設計是為了向精神健康受困擾及有毒品使用危機的街友提供援助。小組於二零二零年十一月成立，將於二零二一年夏旬或之前提供覆蓋全市的二十四小時全天候服務。

每個小組均包括一位社區醫務輔助人員，一位行為健康臨床醫師（例如是一位心理學家或社工）及一位行為健康朋輩專員（有經驗的過來人，可以是流浪，有行為健康需求的人士或復康中的人士）。各方並肩作戰，以減低或舒緩街頭危機。

小組亦會接聽 911 毋須警察回應的熱線。目標是減少非必要的急診室就診及入獄。如有公共安全威脅，小組成員可以報警，並於有臨床需要時啟動強制治療 5150，但事實上，小組成員發現眾多來電的案件都能夠在當區安全地解決。小組能夠將市民連接各項服務，更可以提供交通接駁至服務地點。小組亦提供後續護理協調，以支援服務使用者。

**如果你察覺到公眾地方有成人表露出行為健康問題的跡象，例如看似失落，正喃喃自語或大聲高叫，而且看來沒有暴力意圖，手上亦沒有武器，你可以致電 911，與街頭危機應變小組聯絡。**



街頭危機應變小組是三藩市公共衛生局、消防局及緊急事故應變管理署三方攜手設立，並由社區服務機構 HealthRIGHT 360 及 RAMS, Inc 贊助。